

# Cypress Health Region 2014 Long Term Care Family Experience Report

July 2014

*Resident and family focused care*



***Acknowledgements***

This report was made possible through the Performance and Quality Management Department. Thank you to family members and friends of residents living in Cypress Health Region facilities who responded to our survey, and took the time to include their thoughts and experiences. Thank you also to those Long Term Care managers, directors, and staff who provided valuable feedback on the survey and the public reports released in previous years.

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## **Message from CEO and Executive Director of Health Services**

Dear Resident/Family Member,

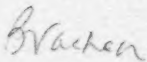
Cypress Health Region is pleased to present the results of our fourth annual Long Term Care satisfaction survey. As in previous years, surveys were sent to the family of each long term care resident in the health region. The results have been tabulated and are presented for your information in the attached report.

Managers and staff in regional Long Term Care facilities use the results specific to their facility to develop programs and strategies to address resident concerns. As a result of this we are seeing improvements in some areas. One of the areas where families express concern is the availability of staff when they are needed. We have completed several LEAN events in Long Term Care which are assisting us in freeing up staff time from wasteful activities so they have more time to spend with the resident. Some examples of this are the Medication Delivery System at Cypress Lodge in Maple Creek and the Laundry Project at the Palliser Regional Care Centre. Our goal is always that your family member will receive the best care possible, whichever long term care facility they live in.


We continue our journey to make our facilities as home-like for your family member as possible. We hope to achieve this by using a model of care that involves the resident and their family in care delivery and decision making.

We wish to thank all of the family members who completed the survey. It is your feedback that allows us to focus our improvement efforts where they matter the most to you, our residents.

Yours truly,



Beth Vachon  
Chief Executive officer



Gloria Illerbrun  
Executive Director Health Services

## About This Report

This year marks the fourth year of Cypress Health Region's Long Term Care Family Experience Survey. Over the last four years we have been collecting information from our residents' family members (or close friends) regarding their experiences with our regional facilities. Results are used to identify areas where we excel, and to focus our efforts on areas identified as needing improvement. This year 49% of families participated in the survey – a very good response, but down slightly from previous years. Each year the survey results are shared with the Long Term Care Managers and Directors, staff, family members, senior leadership, the Long Term Care Quality Team (which includes patient representatives), the Region's Board of Directors, and is made available on our region's website for the public to view.

Survey results are broken down by facility to provide facility-specific feedback that helps identify priority areas for improvement work. What may appear to be a priority for the Region may not be an issue for some facilities and the opposite may be true. Each facility has its own strengths and challenges. The expectation is that managers and staff will review their facility's results, and make a plan for improvements. The Long Term Care Quality Team also uses the results to guide its recommendations. A summary table of each facility's Quality of Care indicators is available in Appendix B.

### Cypress Health Region 2013 Long Term Care Family Experience Report

September 2013  
*Resident and family focused care*



#### *Areas of excellence!*

- ✓ *Friendly, caring, and dedicated staff*
- ✓ *Nurse communication*
- ✓ *Quality of physical therapy*

#### *Areas for improvement!*

- ✗ *Insufficient nurse-to-residents ratios*
- ✗ *More one-on-one time needed*
- ✗ *Meals*
- ✗ *Facility condition*
- ✗ *Activities*

A variety of different topics are included in the annual survey including:

- nursing care
- communication
- quality of food
- activities
- physical environment, and more.

Reports also enable facility to facility comparisons on each topic. **Comparisons are done in the spirit of improvement, where the hope is that one facility doing very well in one area can share their strategies/improvement methods with other facilities.**

Perhaps the most important function of the survey is that it provides family members a special opportunity to voice their opinions – in a confidential manner with no need to be concerned about offending staff. Approximately one in three respondents said they did not talk to facility staff about concerns they had because they thought staff would take it out on their family member. While staff and management are expected to respond professionally to all concerns, it is perhaps human nature to have such anxieties. The Cypress Health Region hopes to continue to use the survey as a way to engage families and to listen to their experiences.

The Cypress Health Region Long Term Care (LTC) Experience Survey describes how we are doing, from the observations of the family of LTC residents, on various aspects of care. For most questions asked, four response options were given – “never”, “sometimes”, “usually”, and “always”. Consistent, high-quality, resident-centered care is the ultimate goal for the Region and therefore we only report the percent of responses where the type of care in question was “always” provided. This is best practice in the field of continuous quality improvement. Since this is the fourth year using the redesigned survey, results for all years (2011-2014) are included.

### Long Term Care Family Member Survey

The Cypress Health Region’s LTC Survey is done on an annual-basis in order to assess the quality of care being provided in all Cypress Health Region facilities and to watch for aspects of care that may need greater attention, as well as to give staff credit for areas where they





have excelled. In 2010, the survey was redesigned using a questionnaire from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program, an organization that specializes in survey design and validation. This was done to ensure the information being collected is reliable and valid. Because not every resident is able to complete a survey on their own, knowledgeable family members and friends were the survey recipients and were asked to answer questions based on their observations during visits.

In February of 2014, all families with a family member living in any of the 12 Cypress Health Region LTC facilities (including the St. Joseph Foyer in Ponteix) received a survey questionnaire in their monthly invoice.<sup>1</sup> The package included a letter to the family member, as well as the questionnaire, and a postage-paid envelope to return the completed survey. Returned surveys were collected by the Quality department to ensure confidentiality. The only residents excluded in the survey mail out were those who have a third party payee (Public Trustee, Social Services) handling their financial affairs, residents who handle their own finances, and those who had been living in their care facility for less than one month. Overall, 49% (185 out of 378) of all people receiving a questionnaire returned it; a response rate that is commendable for a mail out survey and strengthens our confidence in the results reported here. **A high response rate by family members allows us meaningful comparisons within the Region and over time – so thank you!** Facility response rates are reported on page 68.

## Limitations

There are a few limitations to be aware of when considering the survey results. To protect the privacy of the survey respondents from each facility, results were not presented for those questions with less than five responses. Some facilities are quite small, and therefore had small numbers of surveys returned (<10). When dealing with small numbers, results can increase or decrease more easily. Results presented by facility should be interpreted with this in mind, especially from year-to-year in the smaller facilities (eg. Cabri, Leader, Mankota, and Eastend).

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<sup>1</sup> In some cases a family member is not the person who receives the resident's monthly invoice, but rather a friend. A decision was made to send the survey to those who receive the monthly invoice because there is no other centrally accessible database with all primary contact persons for Long Term Care residents. Recipients were asked to forward the questionnaire to the most appropriate person.



## **Highlights**

With four years of survey data available to us (2011-2014), it is somewhat easier to pinpoint areas where Cypress Health Region LTC facilities continue to excel and areas where improvement is needed. Several key themes emerged from survey respondent's comments and responses to a standard set of questions – some new, some not.

### **Insufficient staffing levels**

The Cypress Health Region (CHR) has been working to ensure that facilities are staffed according to best practice guidelines and resident needs, however, family members are consistently dissatisfied with the number of nurses and aides at most facilities. Ponteix had the highest number of respondent's (64%) who "*always*" felt there were enough nurses/aides in the care facility where their family member lives. The rest of the Cypress Health Region's LTC facilities had 50% or fewer agree, with the Swift Current Care Centre having the lowest rate (4%). On a related note, the percentage of respondents saying they could "*always*" find a nurse or aid when they wanted one has been declining steadily over the last four years; only 47% responding "*always*" in 2014, a drop of 18% since 2011. Family members continue to express their desire to see staff spend more one-on-one time with residents – something that is difficult to do in a busy, seemingly understaffed environment.

### **Nurses really care**

Resident family members take notice and find comfort in knowing their loved ones are well cared for by the LTC staff. Treatment of residents by nursing staff is an area where CHR facilities continue to excel. When asked if the nurses and aides treated their family member with kindness, 80% (overall) said "*always*". This rate has steadily increased over the past four years of the survey. Similarly, 7 out of 10 respondents "*always*" felt the nurses and aides really cared about their family member.

### **Aging facilities needing repair**

Similar to previous years, facility condition and maintenance continues to be a concern for family members. Numerous comments were made regarding the need for repairs and general upkeep. Family

members with loved ones living in Swift Current and Maple Creek facilities expressed their excitement about the new long term care facilities being constructed. As far as the cleanliness of our LTC facilities, 2014 reported the lowest rates regionally over the past 4 years of the survey; a finding that may be fuelled by respondent's dissatisfaction with aging facilities.

### **Meal satisfaction an ongoing challenge**

Survey respondents were once again asked to rate the quality and variety of the meals served at their loved one's facility. Regionally 50% said the quality of food was *"excellent or very good"*, 36% said *"good"*, and 14% said *"fair or poor"*. A pattern has been seen where rural facilities generally rate higher than the Swift Current facilities in this area. The Prairie Pioneer Lodge (PPL) was the exception this year, following a substantial increase in *"excellent or very good"* ratings that reflect improvements made. A common request made by respondents is that facilities serve more fresh fruits and vegetables.

### **Activities**

Family members continue to call attention to the importance of daily activity to the resident's quality of life. Fifty-three percent reported their family member *"always or usually"* participates in the activities offered by the facility. Similar to last year, almost a quarter did not feel the activities met the full potential or current abilities and interests of the residents. Family members would like to see a better variety of activities offered to their loved ones and activities on weekends. Some comments received included, *"My family member loves one-on-one more than group activities. I don't know if that is possible due to staffing?"* and *"My family member has very low vision and there doesn't seem to be many activities for special needs. Can see large bingo cards, but usually this is only played once a week."*

### **Overall ratings of care**

Each year respondents are asked to rate the care (overall) at the facility on a scale from 0 to 10. The percentage of people rating the facility as a '9 or 10 out of 10' is an often-used quality measure designed to track ongoing progress. Ratings have fluctuated from year-to-year, but represent a general decline over the past four years (from 66% in 2011 to 57% in 2014). Eastend, Mankota, and Pontoix have consistently maintained high assessments, while rates were less consistent in facilities like Maple

Creek, Leader and Gull Lake. Leader (-38%), Maple Creek (-21%), and PRCC (-16%) experienced the largest declines in 2014. Ratings of the PRCC have steadily fallen since the survey began (53% in 2011 to 21% in 2014).

When asked what would need to change in order for the family member to rate the facility as a "10", the three most common themes included:

- ✓ increase staffing levels to allow more time with the resident;
- ✓ facility upgrades to rectify building limitations and to make the resident's surroundings more aesthetically pleasing; and
- ✓ serve better quality meals.

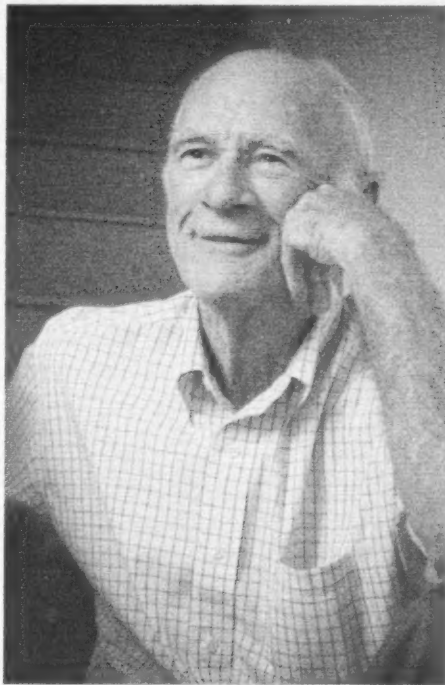
Family members were also asked if they would recommend the care facility to other families requiring this type of care. This year 58% (overall) said they would "*definitely*" recommend the facility to others – a slight decline from 63% in 2013 to our lowest level in the past 4 years.

## Final Thoughts

The intent of the LTC survey is to provide managers, staff, and leadership with on-going feedback from family to guide improvement work. It is one of many ways that a family can have their viewpoint heard. Family members are important resources and are able to help us determine what changes should be made to optimize their loved one's experience. An attractive feature of this report is that it is completed annually to help us identify concerns on an on-going basis. It is important to Cypress Health Region that our residents and their families feel they are receiving the best care possible. Family members are encouraged to speak with staff and management at their loved one's facility to learn about how these results are being used to improve the local care environment.

The Quality Department welcomes feedback from family members regarding this survey. It is important that we know if you find this survey and report to be helpful in making your voice heard. Several respondents have let us know that they appreciate the opportunity to share their perspectives. If you have suggestions for additions or modifications to the survey or reporting, we will happily accept them. Please feel free to email Brandy Winqvist at ([brandy.winqvist@cypressrha.ca](mailto:brandy.winqvist@cypressrha.ca)) or call (306)778-5422.

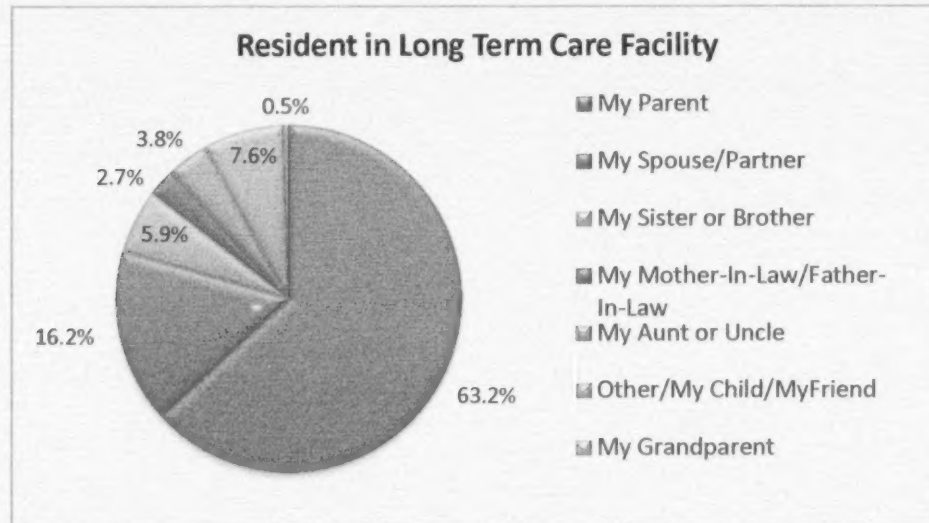
## Chapter 1: The Resident





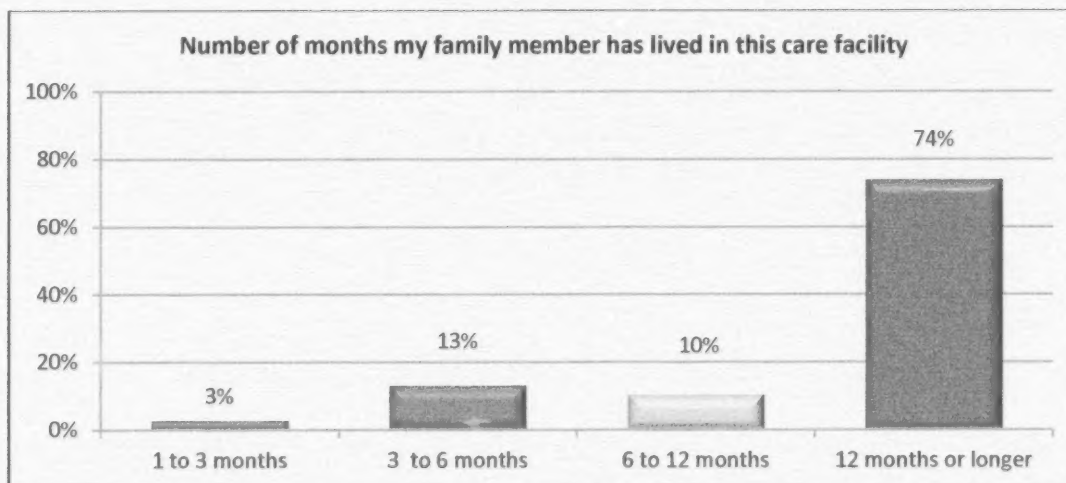
The first part of the survey helps to describe the people living in Cypress Health Region LTC facilities and their relationship to those completing the survey. Most survey respondents were children of the resident (63.2%), followed by spouses (16.2%).

Figure 1.1



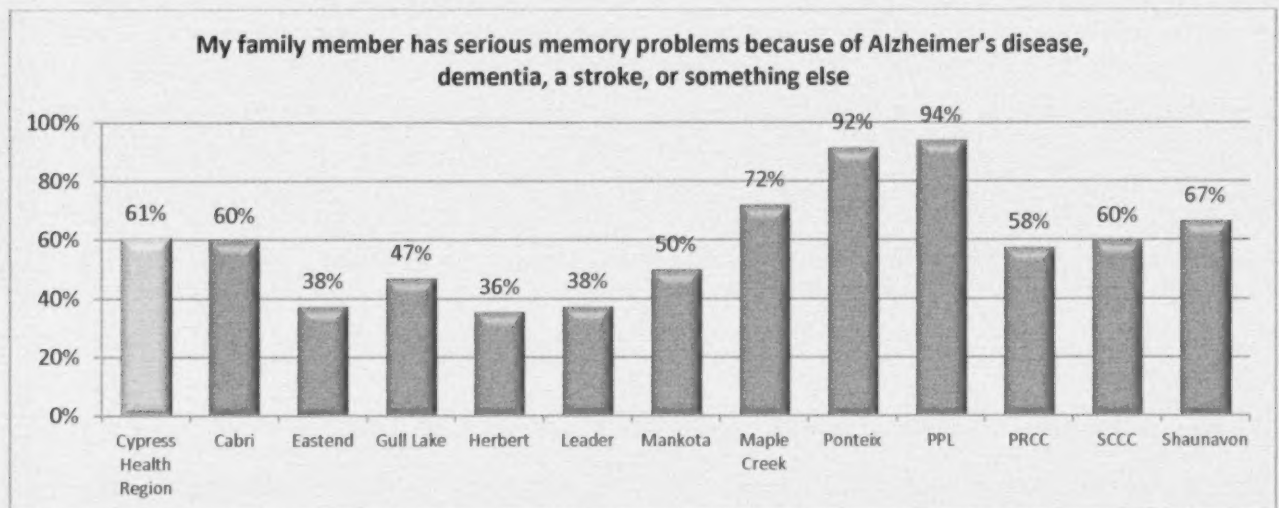
Seventy-four percent of respondents reported that their family member had lived in their care facility for over a year. Most (97.8%) expect their family members to live in a LTC facility permanently.

Figure 1.2

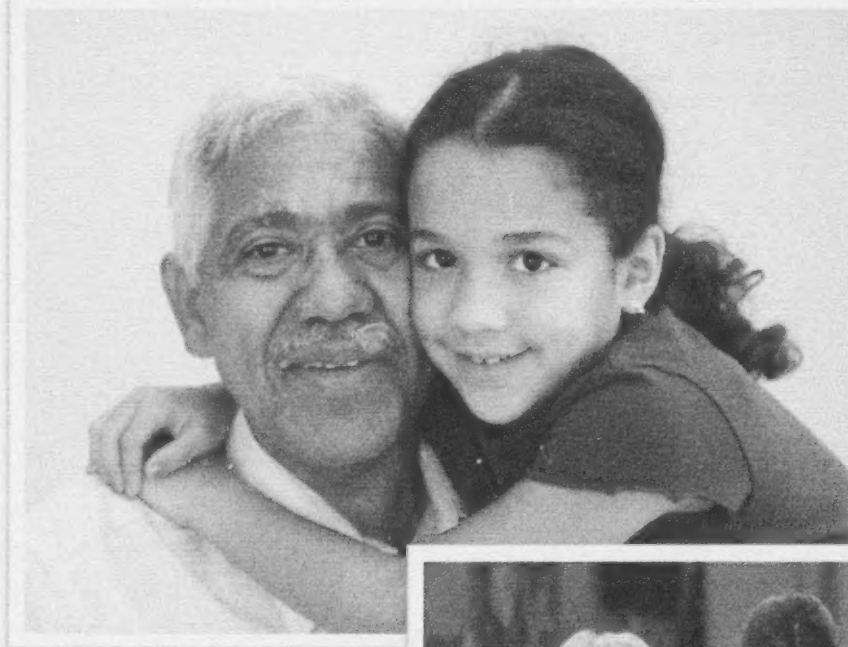


People living in a long term care setting can often experience memory problems or suffer from dementia. In Cypress Health Region, 61% of survey respondents reported that their family member had serious memory problems, this is consistent with overall rates from previous years which ranged from 59%-62%. Prairie Pioneer Lodge (PPL) (94%), Ponteix (92%), and Maple Creek (72%) had the highest proportion of residents having serious memory problems, while Herbert (36%), Eastend (38%), and Leader (38%) had the lowest. While cognitive problems are common, many respondents (44%) said their family member is *"usually or always"* capable of making decisions about their own life, including when to get up, what clothes to wear, and which activities to do.

Figure 1.3



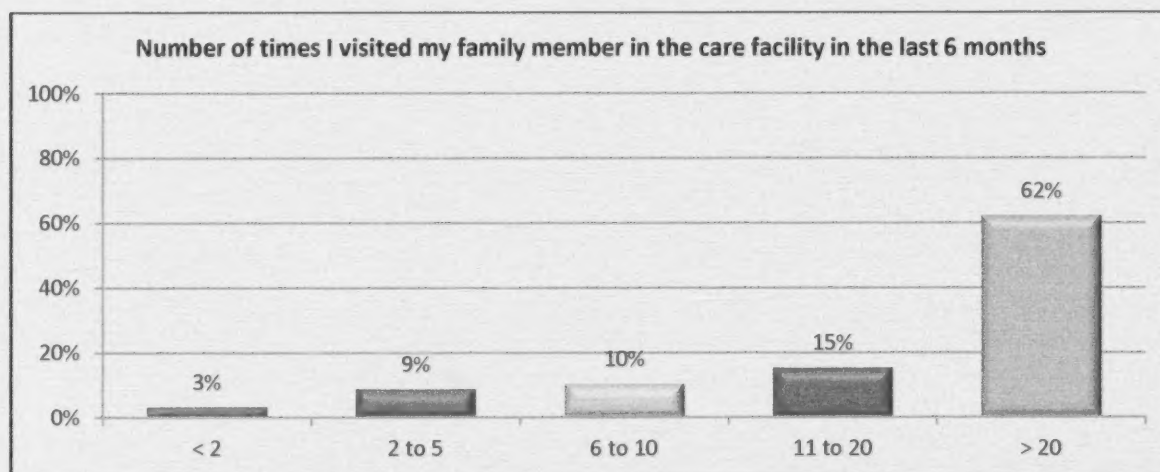
## Chapter 2: Visits with Family Members in LTC



When a family member visits their relative, they observe daily life in the LTC facility, and form opinions, both positive and negative, about the care provided. It is very important that they feel their family member is receiving the best care, and has the highest possible quality of life.

Cypress Health Region's goal is to provide excellent care consistently; therefore impressions from someone who visits almost daily compared to those who are only able to visit occasionally are equally valuable. Most of the people (87%) completing the survey saw the resident at least once each month and often more frequently. In the six months prior to filling out the survey, 62% of the respondents reported that they had visited their relative more than 20 times (or 3 times or more each month).

Figure 2.1

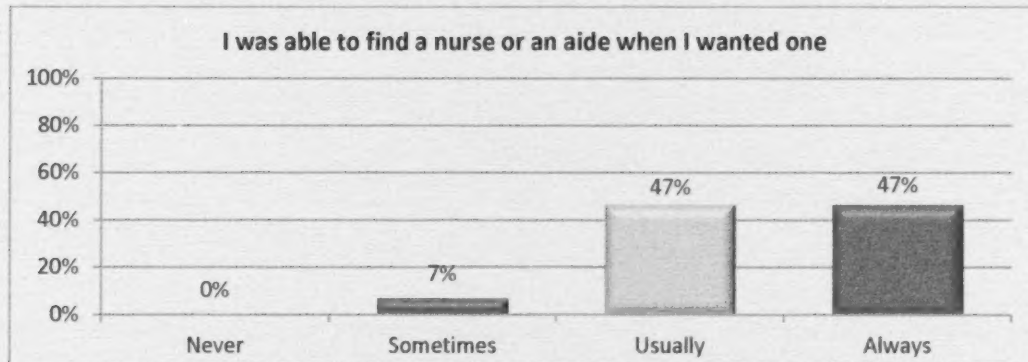


### Availability of Nurses and Aides

In the 6 months prior to completing the survey, 7 out of 10 respondents (72%) reported that during one of their visits they had **tried to find a nurse or aide**. Here we report the percentage of respondents who said they *"always"* found a nurse or aide when they wanted one, as opposed to *"sometimes"*, *"usually"*, or *"never"*.

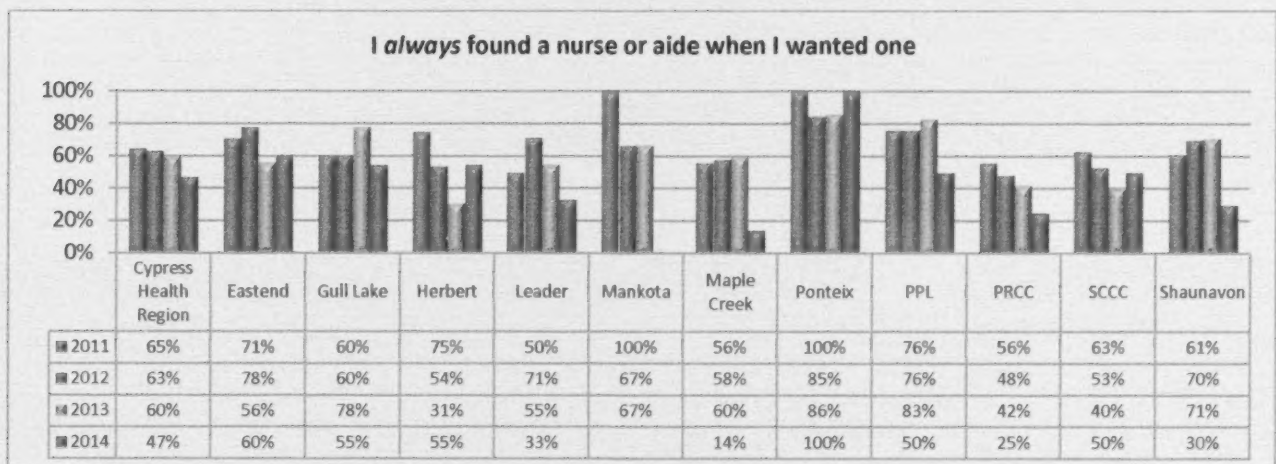


Figure 2.2



The regional result fell this year, with 47% saying they “always” found a nurse or aide when they wanted one, compared to 60-65% in previous years. Ponteix and Eastend scored the highest with 100% and 60% of respondents reporting “always”. Leader, Shaunavon, Palliser Regional Care Centre (PRCC), and Maple Creek had the lowest ratings with percentages below 35%. The locations experiencing the largest declines in 2014 were: Maple Creek, Shaunavon, and PPL.

Figure 2.3



\*Cabri's 2011-2014 and Mankota's 2014 response numbers were too small to report.

## Treatment by Nurses and Aides

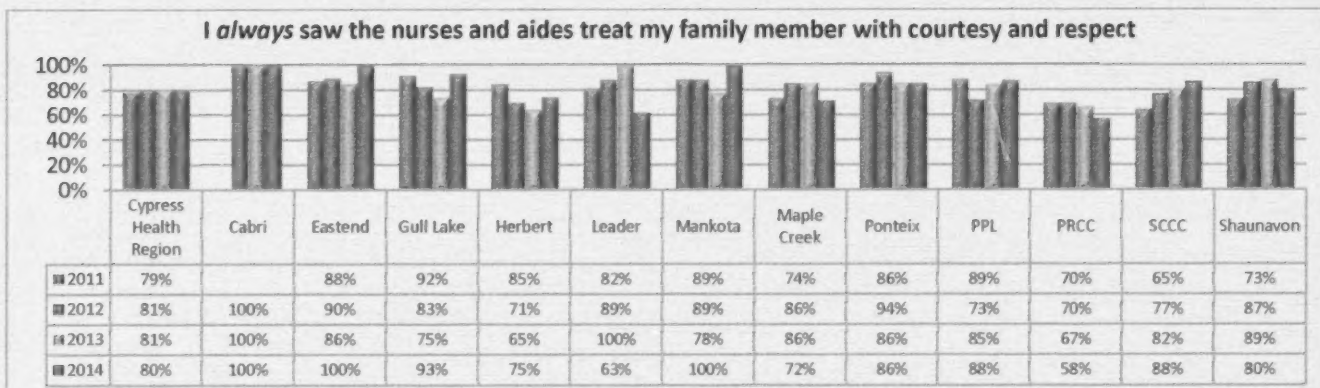
It is very important to both the resident and their family that they be treated with respect. When asked if they saw nurses and aides treat their family member with courtesy and respect, 81% of respondents reported *"always"*.

Figure 2.4



When examining the *"always"* responses by facility, Cabri, Eastend and Mankota had the highest rates. Leader (63%) and PRCC (58%) had the lowest, with approximately 4 out of 10 respondents not *"always"* witnessing courtesy and respect. Leader and Maple Creek saw a considerable drop from last year.

Figure 2.5

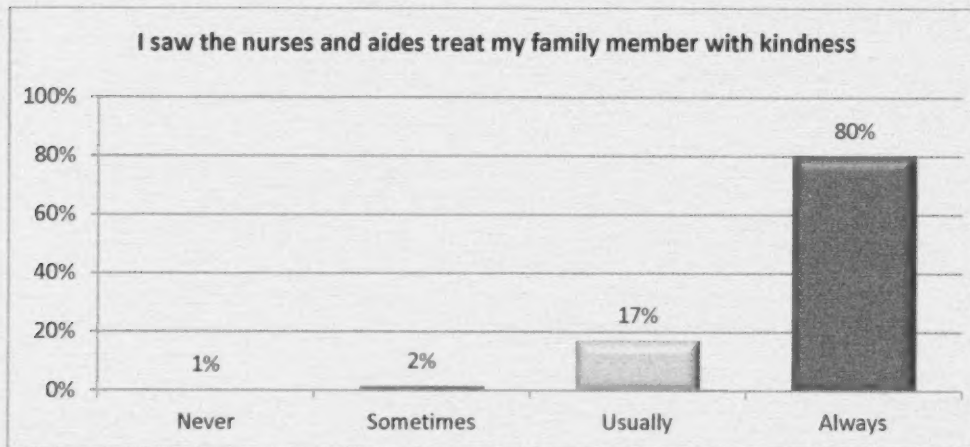


\*Cabri's 2011 response number was too small to report.

\*There were 10 respondents who did not specify which facility their family member lived at; therefore, the Cypress Health Region number may vary slightly in the *"by facility"* graphs throughout the report.

Being treated with kindness is just as important as being treated with courtesy and respect. **More than three quarters of respondents (80%) reported that their family members were “always” treated with kindness.** This is a testament to the commitment and character of our staff.

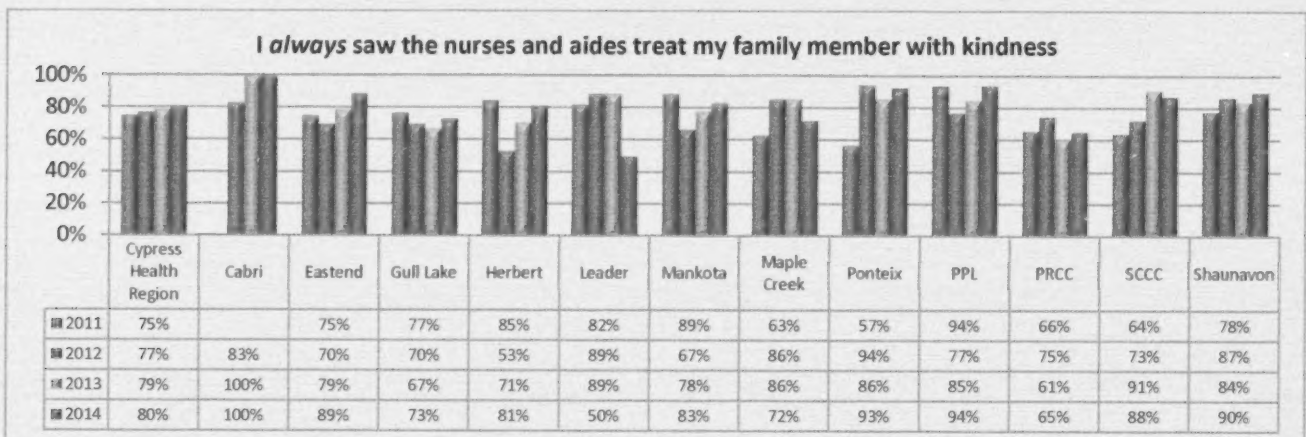
Figure 2.6



*“The girls give (him/her) hugs and are always concerned about (his/her) care.” (PPL)*

While the regional average was 80%, the percent of respondents reporting they “always” saw nurses and aides treat their family member with kindness varied by facility. Cabri, PPL, and Ponteix had the highest percentages at 100%, 94% and 93% (respectively) in 2014, while PRCC and Leader came in lowest at 65% and 50% (respectively). Ponteix, SCCC, and Shaunavon have improved notably over the past four years.

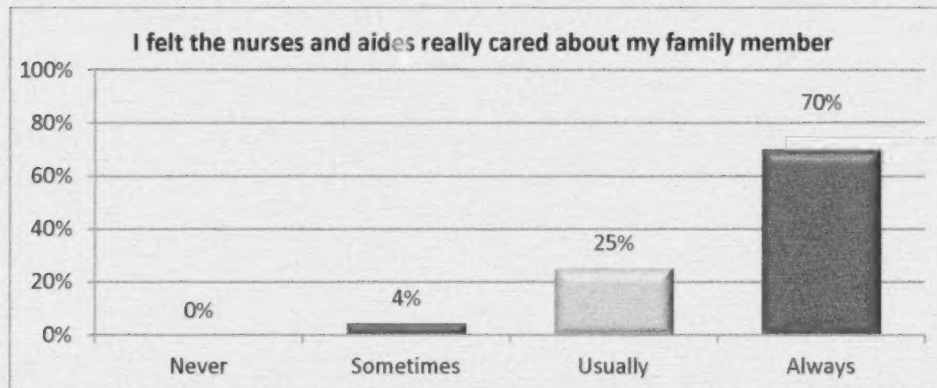
Figure 2.7



\*Cabri's 2011 response number was too small to report.

Because family cannot be with the resident much of the time, it is comforting to feel that staff sincerely care about the resident. While most respondents (70%) said they “always” felt nurses and aides really cared about their family member, the results here were not quite as favorable as for the question on being treated with kindness (80%).

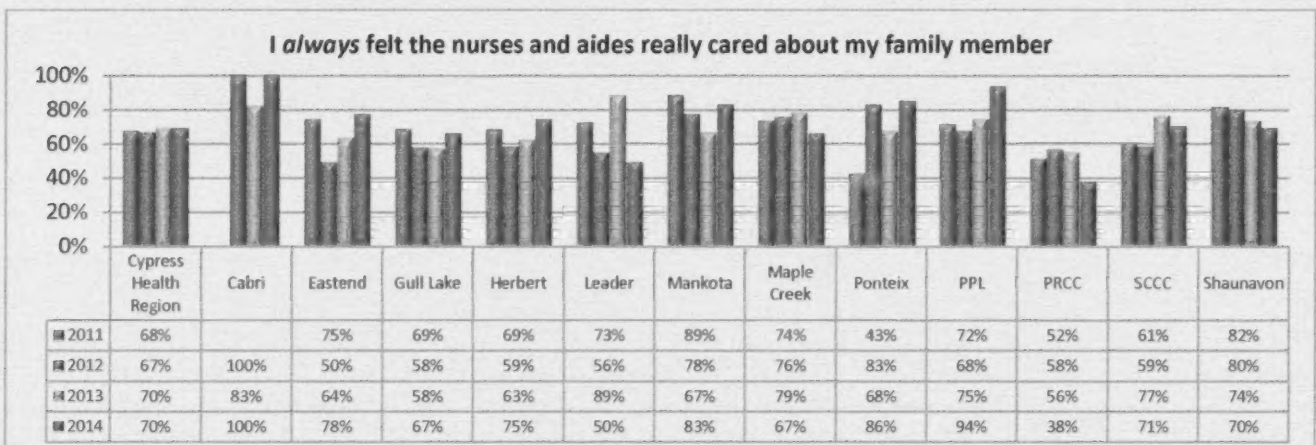
Figure 2.8



*“The Foyer staff not only look after residents, they treat them with love and respect like they would their own family. They make my family member feel special every day.” (Ponteix)*

Cabri (100%) and PPL (94%) performed exceptionally, with most or all respondents saying they “always” felt nurses and aides really cared. Leader (50%) and PRCC (38%) performed less well.

Figure 2.9



\*Cabri's 2011 response number was too small to report.



While it was quite uncommon for respondents to report that facility staff were rude to their relative or another resident (6%), this is highly undesirable behaviour and warrants attention.

Figure 2.10

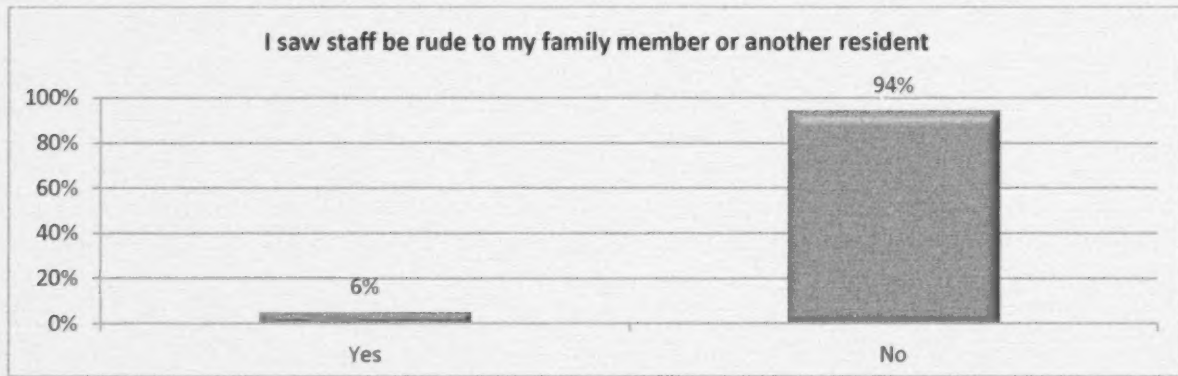
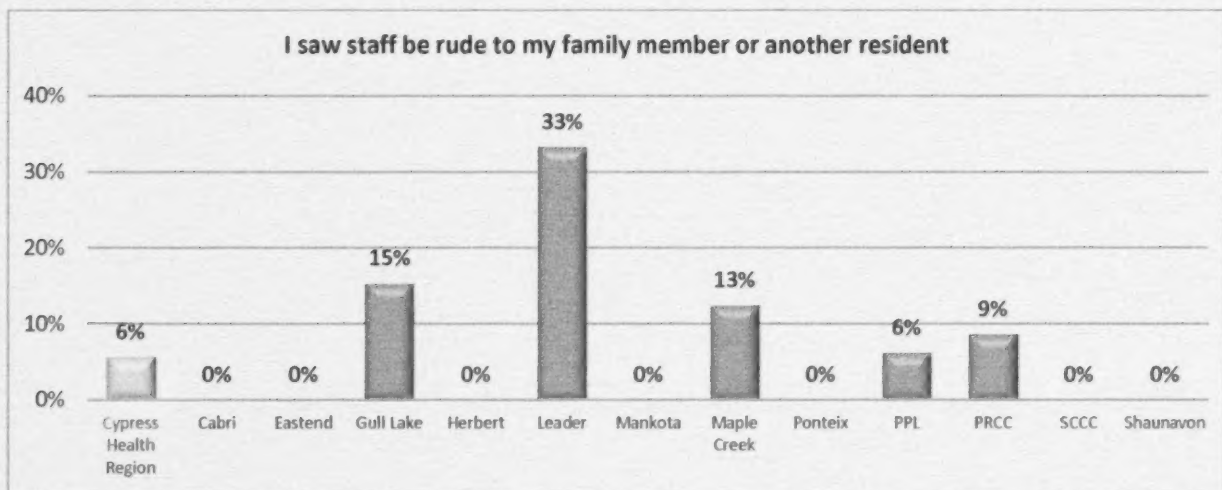


Figure 2.11

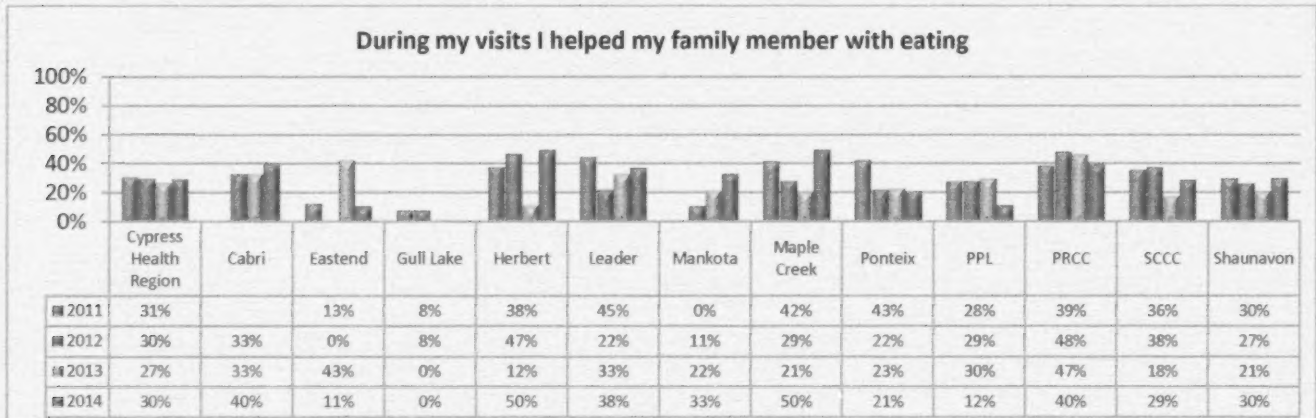


## Help with Daily Activities

Family members and friends may be comfortable and willing to help the resident with such things as eating and drinking. Having family members involved with these daily activities is encouraged as it is often very beneficial for the resident. The survey asked the respondents "In the last 6 months, during any of your visits, did you help your family member with eating?" Within the region, 30% of

respondents reported that they had helped their family member to eat during one of their visits. This percentage varied by LTC facility, but all percentages were 50% or below.

Figure 2.12



\*Cabri's 2011 response number was too small to report.

There are many reasons why the respondents may help the resident with eating. It is important to recognize that the reason for helping is not necessarily due to the staff making them wait or not helping. Having said that, 14% of respondents reported that they helped their relative eat because the nurses and aides didn't help or made them wait too long. This rate increased by 4% from last year. PRCC and Herbert were the facilities where family members were the most likely to report this.

Figure 2.13

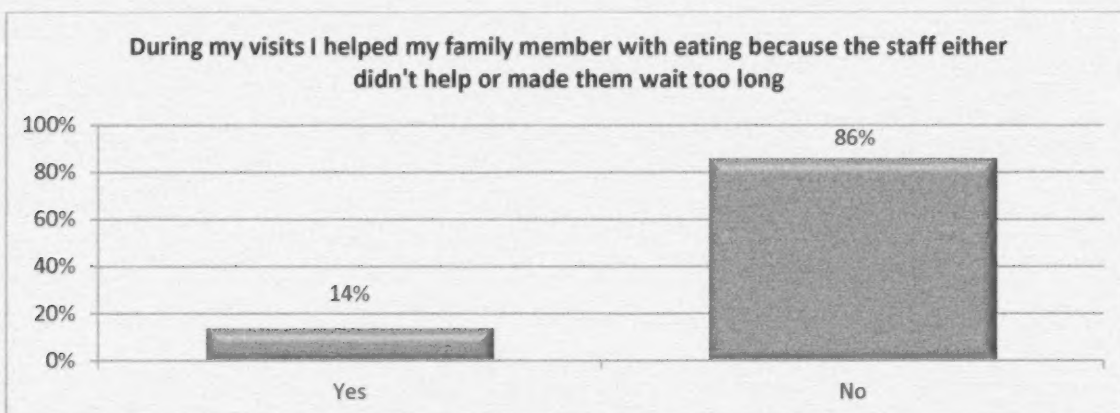
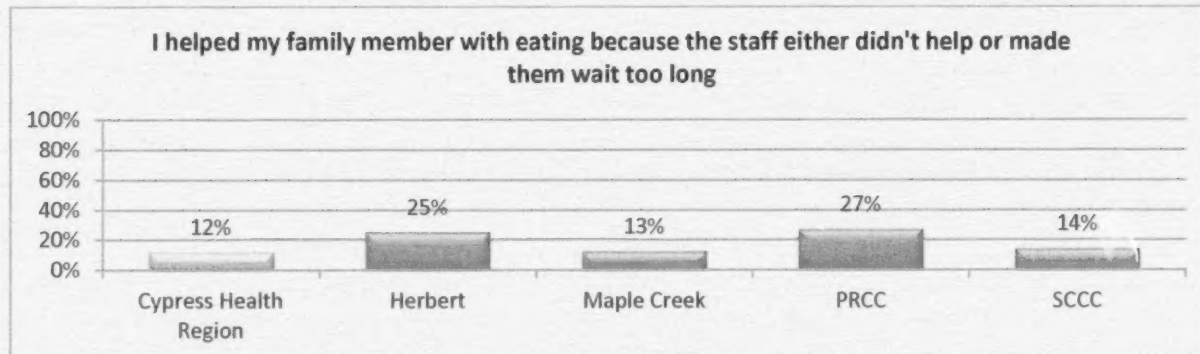


Figure 2.14

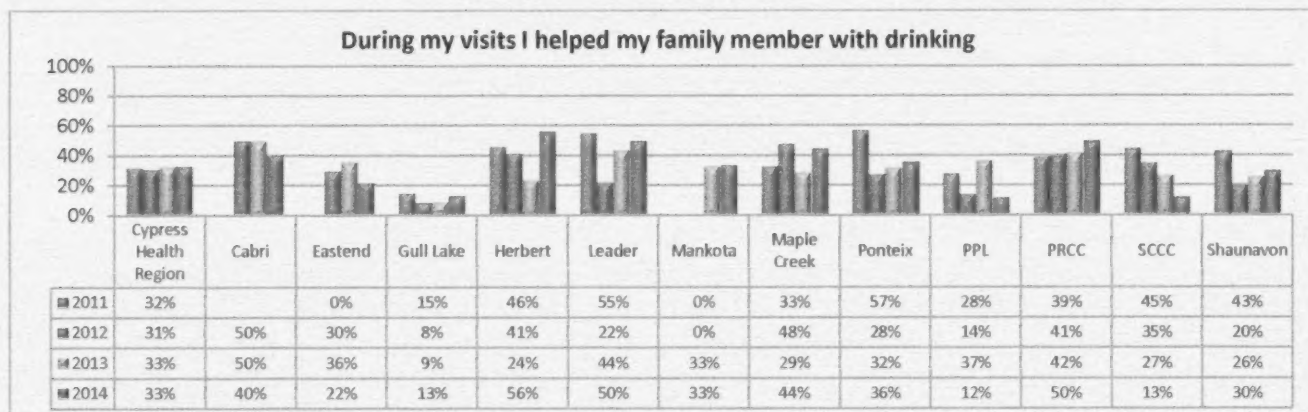


Cabri, Eastend, Leader, Mankota, Ponteix, PPL, and Shaunavon's 2014 response numbers were too small to report.



Very similar to the question about eating, 33% of respondents in CHR helped their family member with drinking on one of their visits in the last 6 months. The responses, again, varied by facility. Herbert, Leader, and PRCC had the highest percentages at 56%, 50%, and 50% respectively.

Figure 2.15



\*Cabri's 2011 response number was too small to report.

When asked if they helped because the nurses either didn't help or made them wait too long, 15% of family members said "yes". This rate was very similar to last year's result (14%).

Figure 2.16

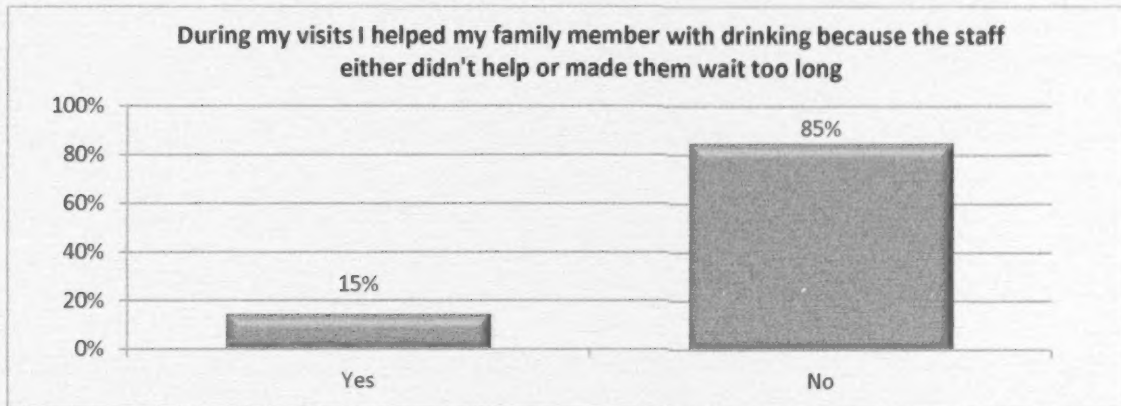
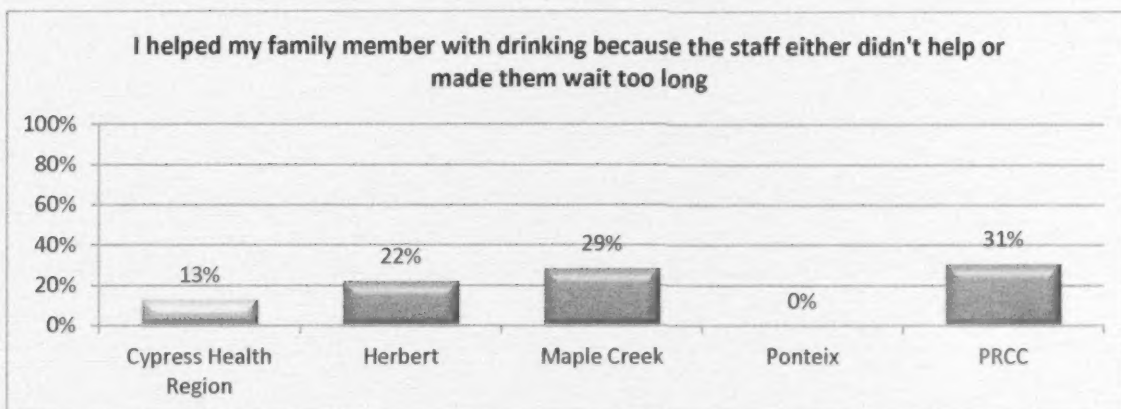


Figure 2.17

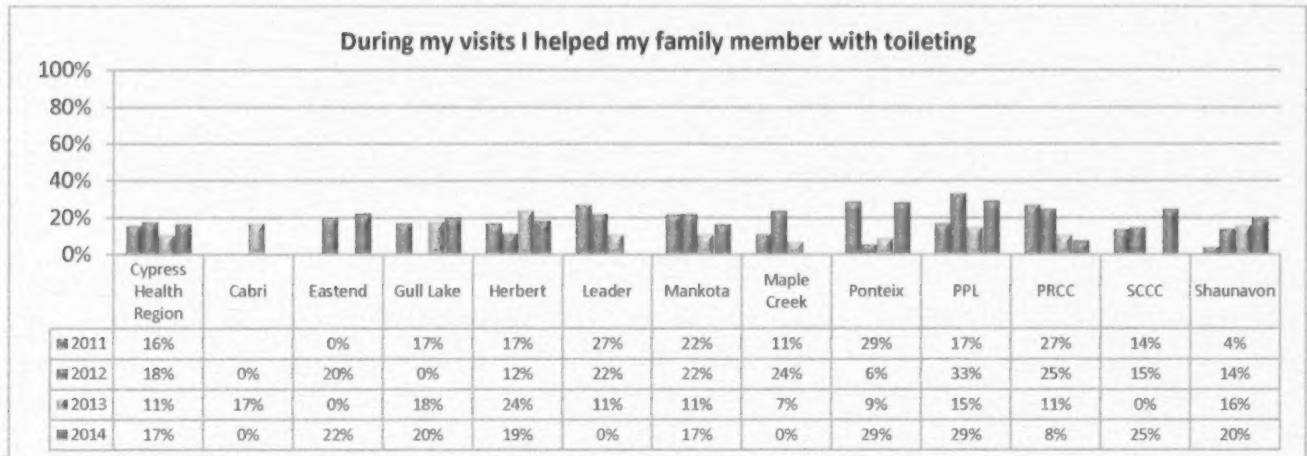


Cabri, Eastend, Gull Lake, Leader, Mankota, PPL, SCCC, and Shaunavon's 2014 response numbers were too small to report.

Help toileting includes helping someone get on and off the toilet or helping change disposable briefs or pads. Due to safety concerns, visiting family and friends are generally not to help with toileting, but are instead encouraged to find a nurse or aide if the resident needs assistance. A low percentage of respondents (17%) reported helping their family member with toileting overall, but the rate varied by facility. PPL and Ponteix were the highest at 29%.



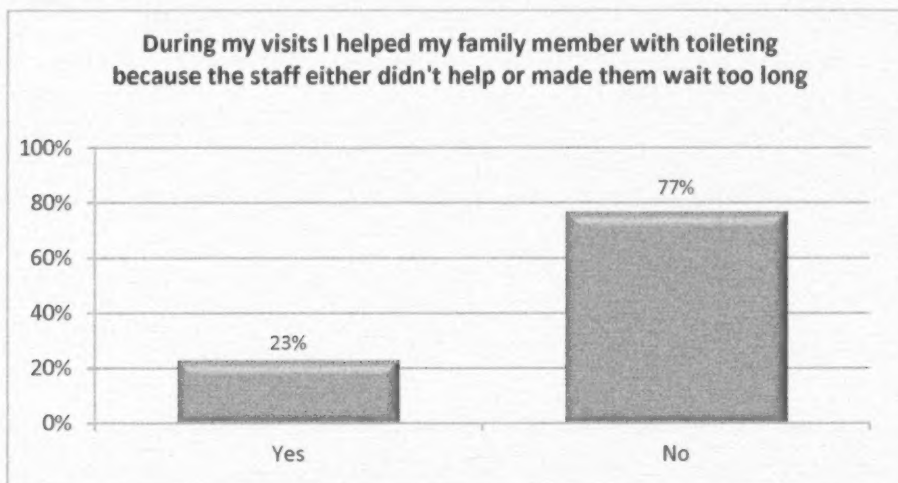
Figure 2.18



\*Cabri's 2011 response number was too small to report.

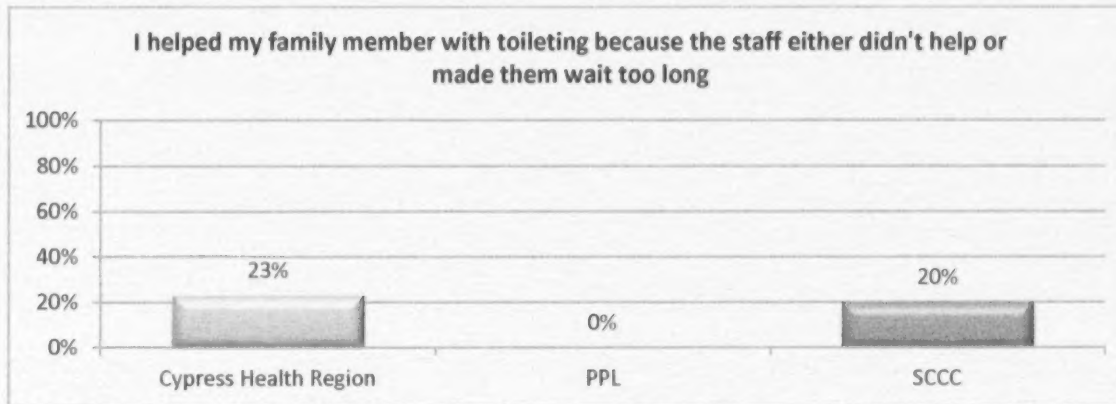
It is very important that family and friends of the residents feel their family member is assisted with toileting in a timely manner due to the discomfort waiting may cause. It is also a safety issue if the resident tries to toilet without proper assistance. Out of those family members who helped the resident with toileting, approximately 2 out of 10 (23%) did so because the nurses and aides didn't help or made them wait too long.

Figure 2.19



*"My family member ...requires aides to assist when using the washroom. Sometimes he/she has to wait up to half an hour for help. (Maple Creek)"*

Figure 2.20

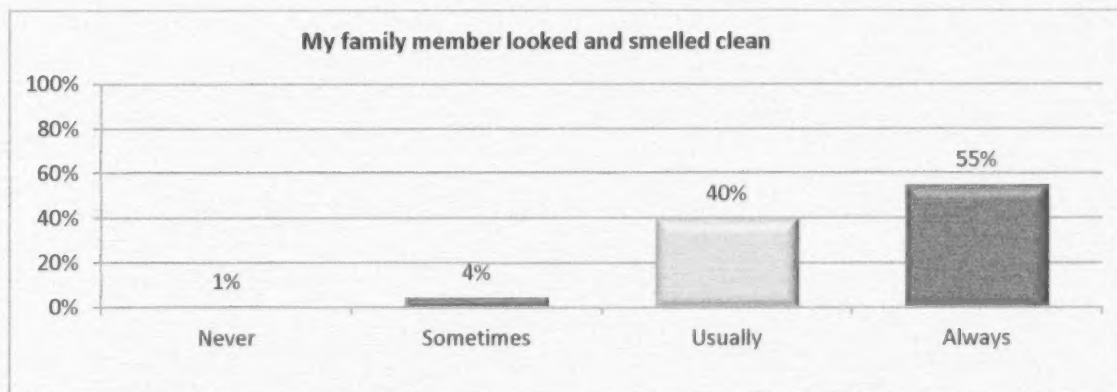


\*Cabri, Eastend, Gull Lake, Herbert, Mankota, Leader, Maple Creek, Ponteix, PRCC, and Shaunavon's numbers were too small to report.

## Patient Hygiene

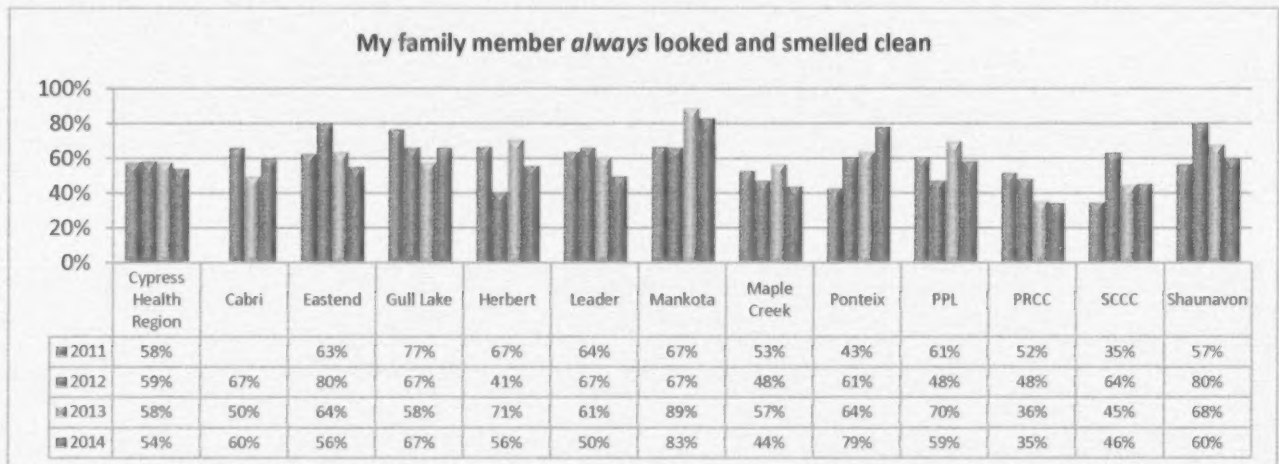
One of the first things visitors notice is if their family member looks and smells clean. This very basic assessment certainly contributes to their overall opinion of the quality of care provided at the facility. Having said that, residents' personal preferences for bathing frequency will vary individual-to-individual and staff typically will not force residents to bathe. **Over half of respondents (55%) reported that their family member "always" looked and smelled clean.** Of the rest of the responses, 40% reported "usually", 4% said "sometimes", and 1% reported that their relative "never" looked and smelled clean.

Figure 2.21



The facility with the greatest proportion of “*always*” responses was Mankota (83%). In contrast, the lowest rates were at PRCC (35%), Maple Creek (44%) and SCCC (46%). PRCC has consistently declined over the four years of the survey, with just 35% of respondents saying their family member was “*always*” clean.

Figure 2.22



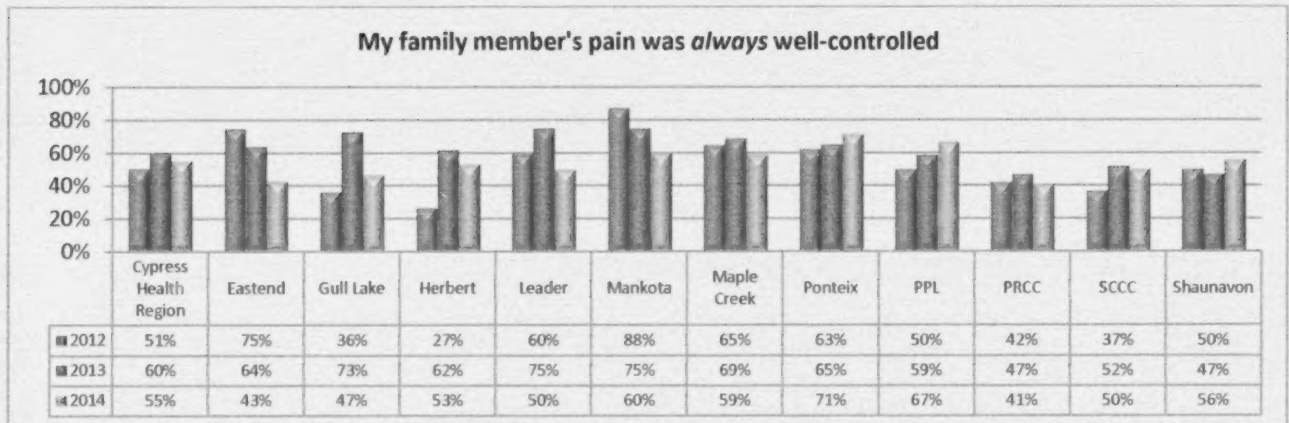
\*Cabri's 2011 response number was too small to report.

## Pain Control

Helping to alleviate pain for a resident can greatly improve their overall quality of life. There are many best practice resources available to assess people's pain and develop a plan to help reduce the experience of pain. One local tool is the MDS and its associated manuals, which are meant to help nurses develop individual care plans for each resident. **Regionally, the 2014 rate declined somewhat (-5%), despite apparent gains made last year.** Ponteix, PPL, and Shaunavon saw improvements this year. Ponteix received the best ratings on pain control and has been steadily improving, as has the PPL. Eastend and Mankota have declined each year over the past three years.



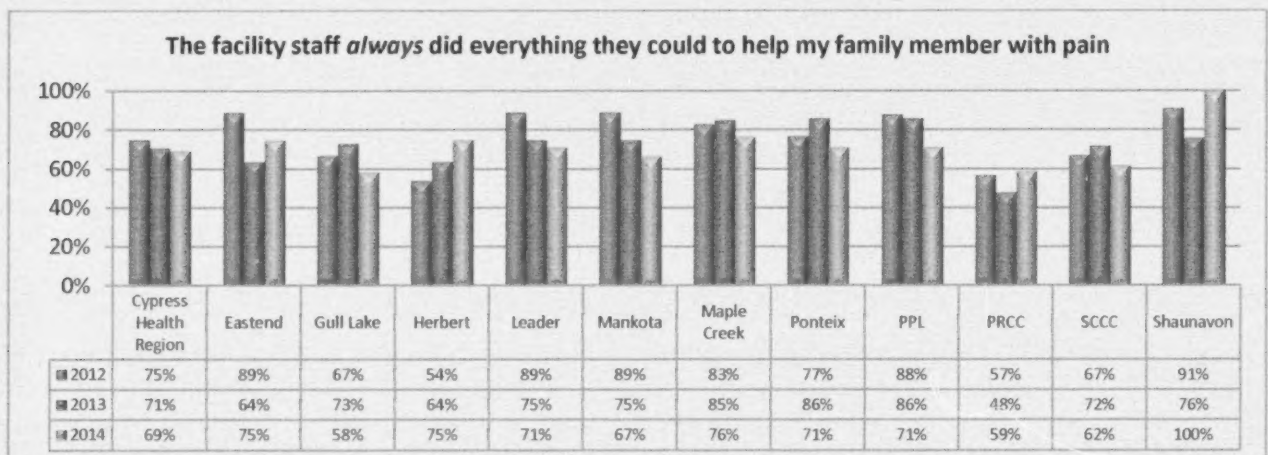
Figure 2.23



\*Cabri's 2012-2014 response numbers were too small to report

As a follow-up, family members were asked if they felt staff did everything they could to help with the resident's pain. The majority (69%) believed staff "*always*" did what they could to help with pain – a rate that has declined over the past three years. Herbert has shown steady improvement in this area and Shaunavon saw the largest percentage increase this year (by +24%) which brought them to 100%.

Figure 2.24



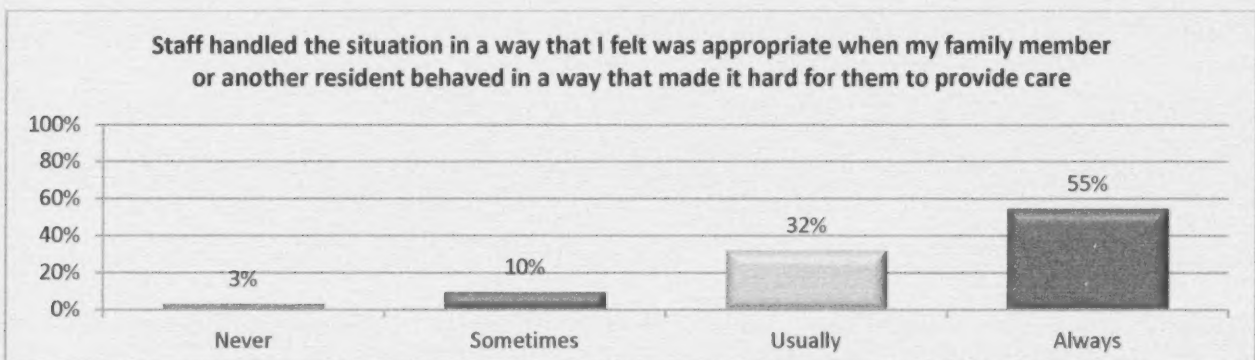
\*Cabri's 2012-2014 response numbers were too small to report



## Handling Difficult Situations

At times residents can respond to staff by doing things like yelling, pushing, or hitting, which can be their way of expressing that their needs and wishes are not being met. Just over 17% of respondents reported seeing their family member or another resident behave in a way that made it hard to provide care. When responding to these residents, 55% of respondents reported that the nurses and aides *"always"*, and 32% *"usually"* handled the situation appropriately.

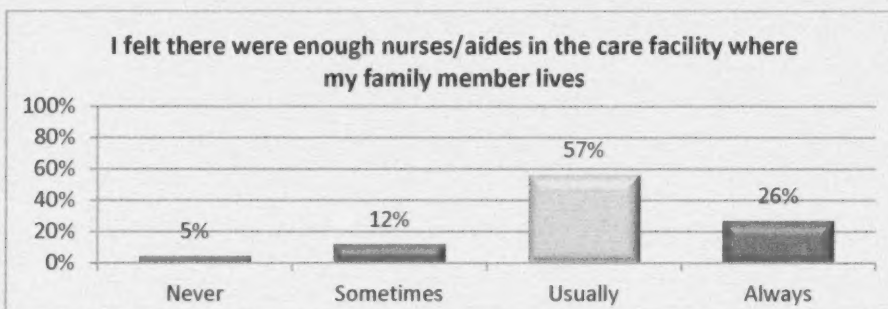
Figure 2.25



## Staffing Levels

Sufficient staffing levels directly affect the quality of care provided to residents. When asked if they felt there were enough nurses and aides in their family member's facility in the past 6 months, the majority of respondents reported *"usually"* (57%) and *"always"* (26%). Still an important finding was that almost one in five respondents (17%) said there were *"never/sometimes"* enough nurses and aides.

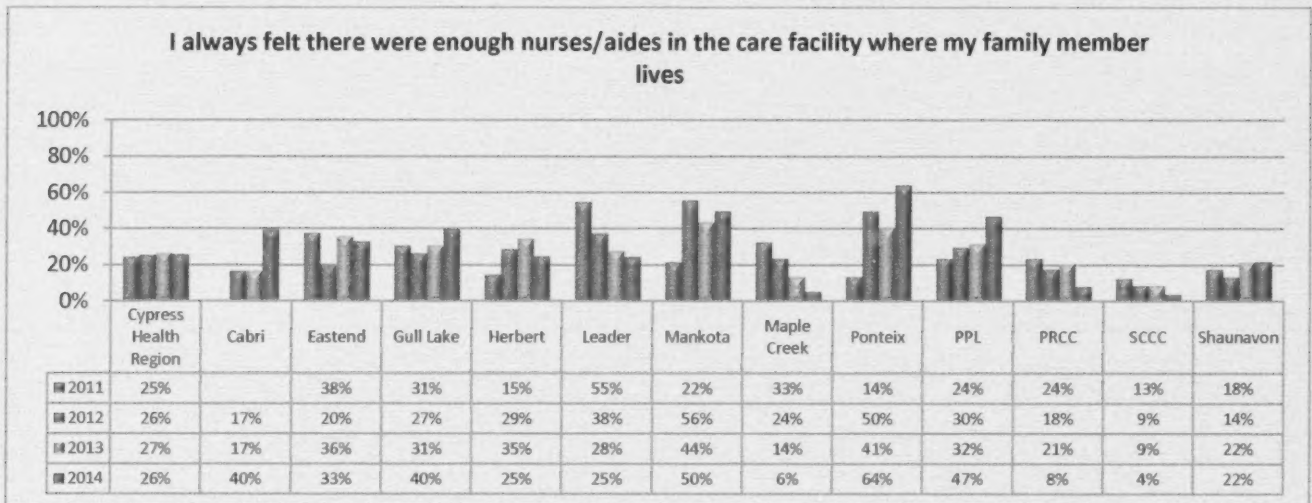
Figure 2.26



*"More aides on 2<sup>nd</sup> shifts – Nobody spends time with people, they are always running. No personal talks or attention given. Not enough interaction."*  
(Herbert)

When the percent of “always” responses were broken down by facility, there were important differences. **Mankota (50%) and Ponteix (64%)** had the highest rates; it is important to note that **these same facilities have consistently received top ratings on quality of care.** While **SCCC (4%), Maple Creek (6%), and PRCC (8%)** had the lowest. PRCC and SCCC had similar low ratings last year, and Maple Creek has been steadily declining in this area since 2011, where they started out at 33%. Ponteix has experienced significant improvement in this area since the survey began in 2011.

Figure 2.27



\*Cabri's 2011 response number was too small to report.

*"The staff is caring and compassionate, but understaffed. When we visit our family member, residents often ask us for assistance wheeling them to a room, etc., as they are familiar with us....Periods of staff shortages cause stress for staff as well as residents – long wait times, rushed care, and less interaction." (Shaunavon)*

*"I feel most shortcomings are due to lack of staff – saving money, which in this day and age I get. The care is good – staff is good, it is just short. Taking good care of the elderly takes time and lots of people." (PRCC)*

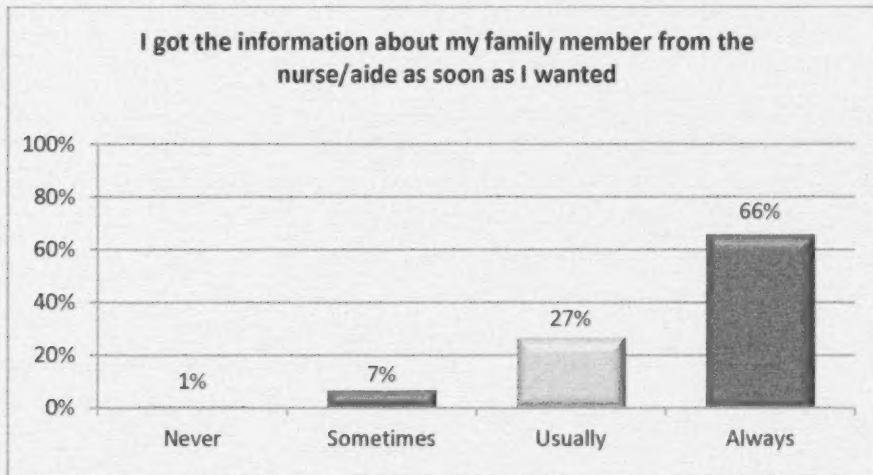
### Chapter 3: Experience with Staff and Physicians





Family members expect and appreciate timely and adequate communication regarding their loved one's health and care. Results reflected in this year's survey suggest family members feel the communication is good when they request information from the nurses/aides, as seen with a 4% increase regionally in those "always" getting the information about their family member as soon as they wanted.

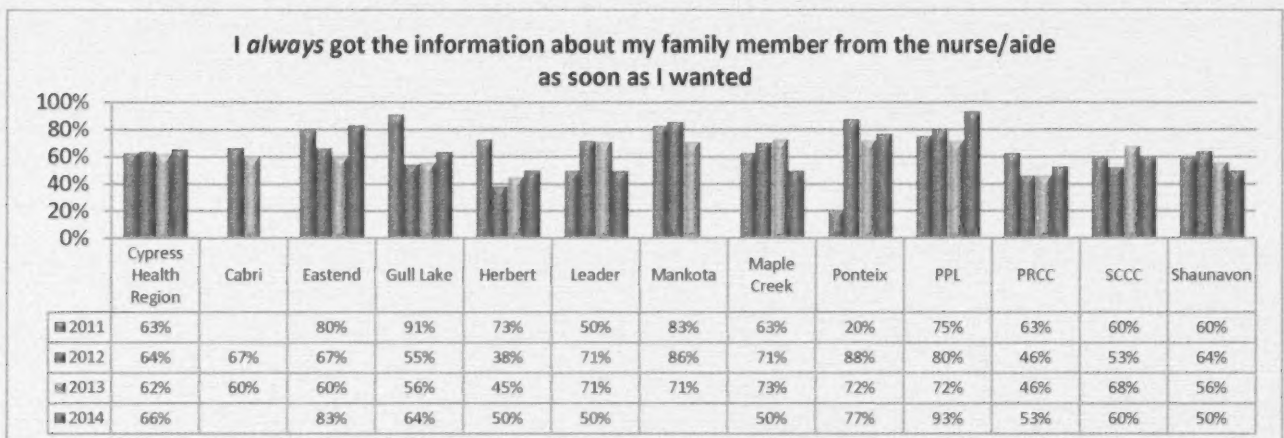
Figure 3.1



*"We have made strides with the communication between family members and the patient's care. There is always room for improvement but I feel that the staff is working on that." (PRCC)*

When examining the percentage of "always" responses by facility, the most notable improvement was in Eastend, where the result increased by 23% over last year. PPL had an equally large improvement (+21%) and came in as the top-performer this year at 93%.

Figure 3.2



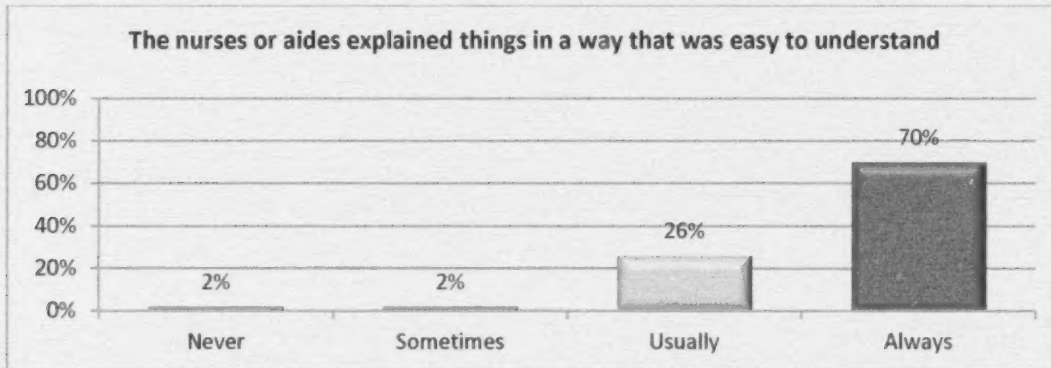
\*Cabri's 2011 and 2014 response numbers and Mankota's 2014 response number were too small to report.



## Nurse Communication

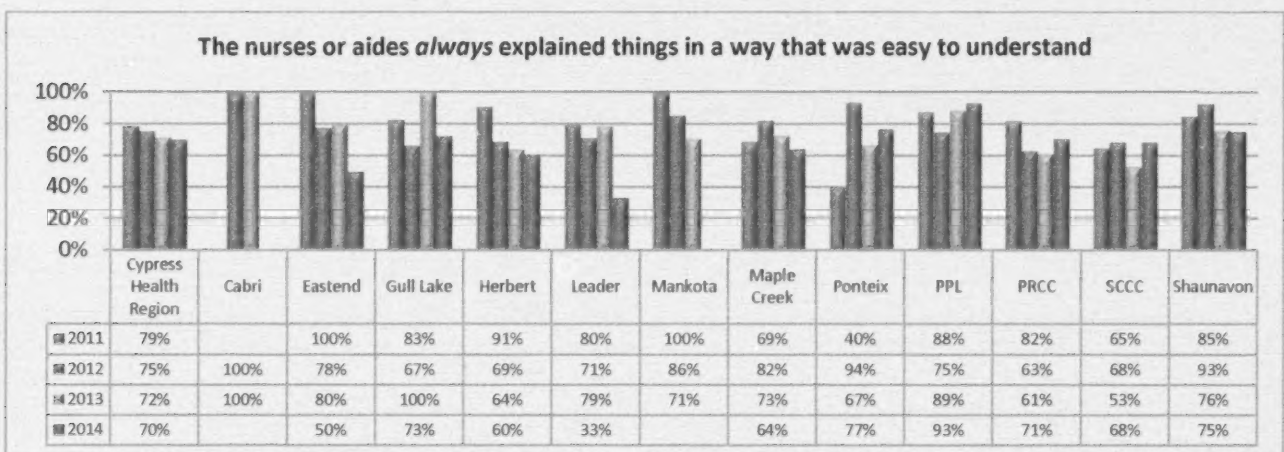
The large majority (70%) of respondents reported “always” receiving information from nurses and aides that was easy to understand. It should be pointed out though that the regional rate has been steadily declining over the past 4 years from 79% in 2011 to 70% in 2014.

Figure 3.3



Prairie Pioneer Lodge (PPL) was rated highest on this quality of care indicator, with most (93%) respondents saying that nurses and aides “always” explained things in a way that was easy to understand. Fewer respondents rated Leader (33%), Eastend (50%), and Herbert (60%) in a positive light.

Figure 3.4

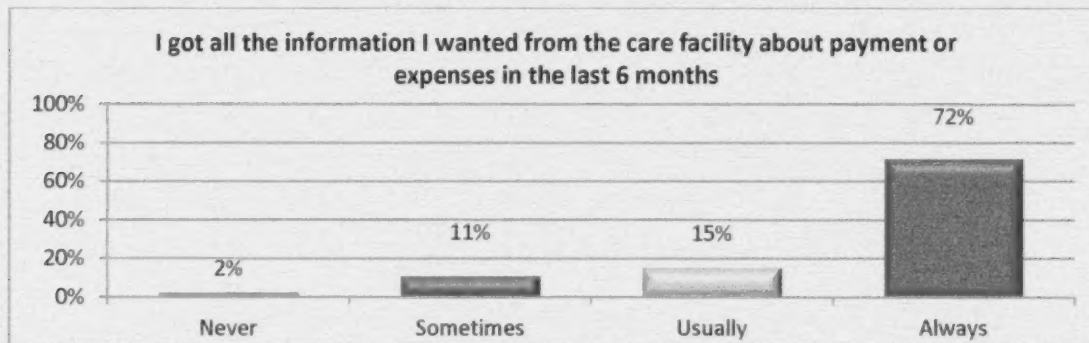


\*Cabri's 2011 and 2014 and Mankota's 2014 response numbers were too small to report.

### Financial Information

Family members often take on responsibility for the resident's finances, including organizing payments and expenses. On occasion, there may be questions for the LTC facility regarding this subject. In the six months prior to filling out the survey, 3 out of 10 respondents reported that they asked the LTC facility for information about payments and expenses. Of those requesting information, 72% "always", and 15% "usually" received all the information about payment and expenses that they wanted.

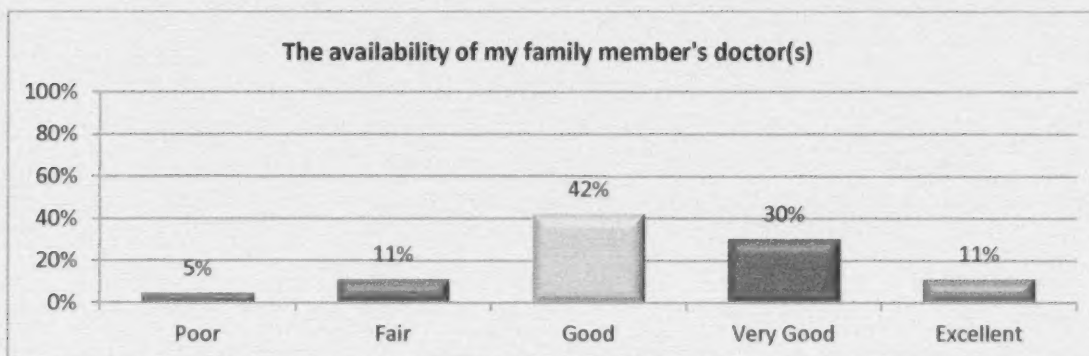
Figure 3.5



### Physician Care

In response to an increasing number of concerns about the quality and availability of physician care, we added two questions to the 2014 survey. The first question asked was, "How would you rate the availability of your family member's doctor(s)?" While the majority rated the availability of their loved one's family doctor as "good-to-excellent", it is concerning that one in six said it was "poor or fair".

Figure 3.6



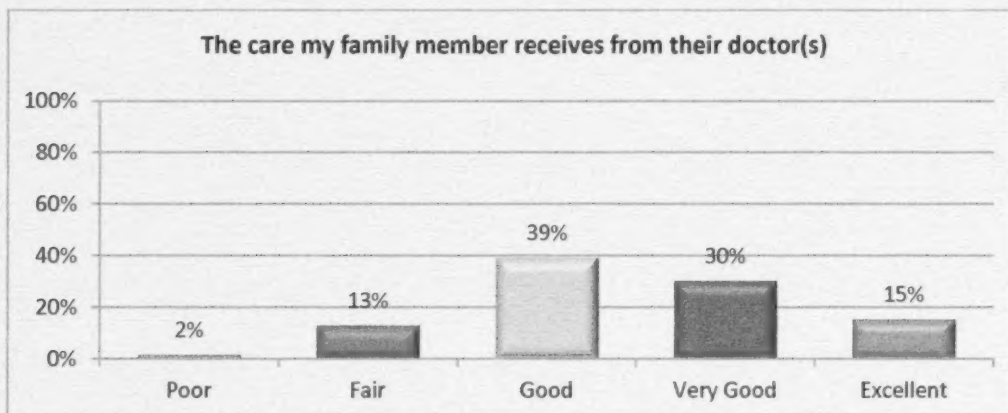
When looking at the responses *"excellent or very good"* by facility, differences were apparent. All three Swift Current LTC facilities came in under the regional average, despite the fact that the majority of Cypress Health Region physicians practice in Swift Current. Maple Creek (13%), Shaunavon (33%), Ponteix (43%), and Eastend (44%) were the rural facilities with the lowest ratings.

Figure 3.7



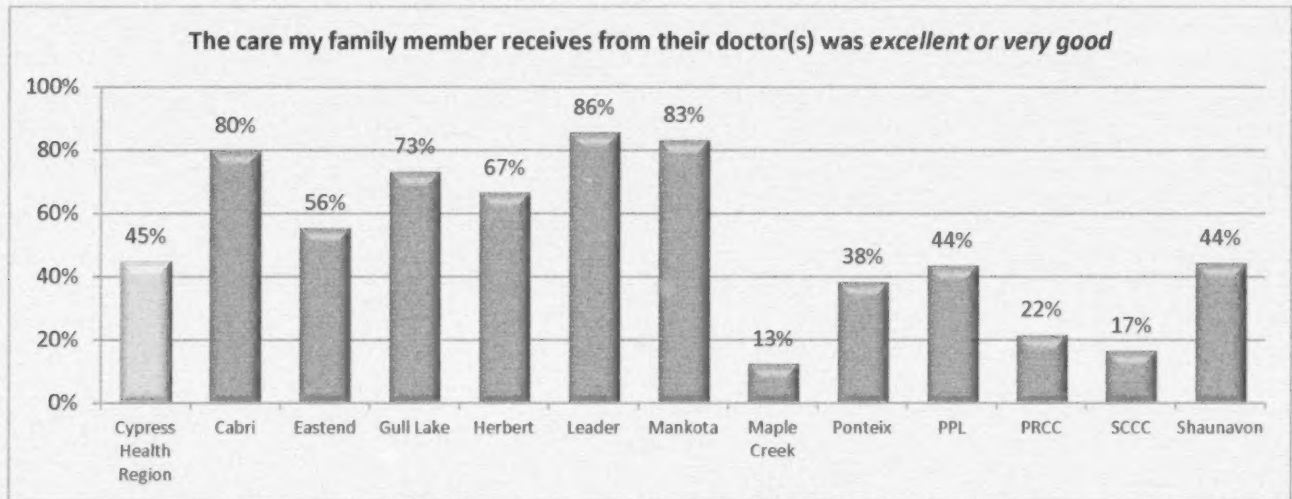
The second question added relating to physician care was, "How would you rate the care your family member receives from their doctor(s)?" Most (84%) indicated that the care their family member receives was *"Good to Excellent"*, while 15% reported *"Fair to Poor"*.

Figure 3.8



The breakdown of the percentage of *“excellent and very good”* responses per facility looked very similar to the previous question with the Swift Current facilities and Maple Creek receiving lower ratings. **Cabri, Leader, and Mankota** had very high satisfaction rates when it came to quality of physician care.

Figure 3.9





## Chapter 4: The Care Facility

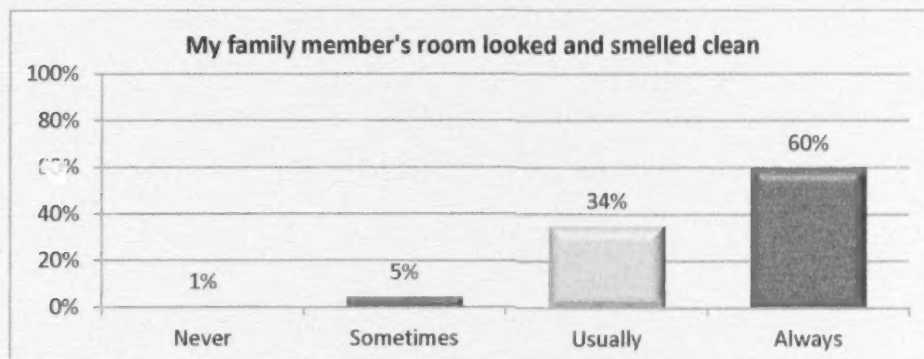


## Facility Cleanliness

When visiting a LTC facility, the appearance and cleanliness of the common areas and rooms directly impacts a person's opinion of the quality of the facility. Having clean common areas and private rooms gives a good impression to the resident's guests, and reflects positively on the quality of care received. Still research has shown that people's perception of cleanliness is not as straightforward as one might think. There are several factors that lead people to decide if a facility is "dirty" or "clean". Appearance of the environment (eg. clutter, fresh paint, and general décor), physical cleanliness (eg. dust or grime), smell, and staff behaviour all have an impact. A clean facility is critical to reduce the spread of germs and preventing outbreaks, which are another key measure of facility cleanliness.

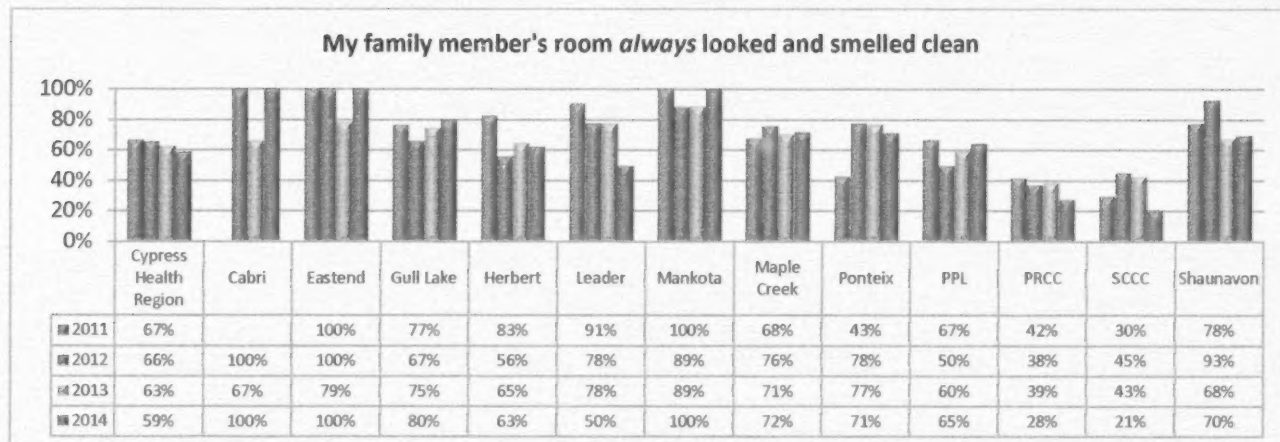
Regionally, 60% of respondents reported that their family member's room *"always"* looked and smelled clean. Together with the proportion of *"usually"* responses (34%), almost 95% of respondents said the room *"usually/always"* looked and smelled clean.

Figure 4.1



In terms of percentages by facility, Cabri, Mankota, and Eastend were ranked highest with 100% of respondents reporting their relative's room was *"always"* clean. PRCC, SCCC, and Leader, on the other hand, were below the regional average (59%). Age and condition of the facility may play a factor in family's perceptions of cleanliness.

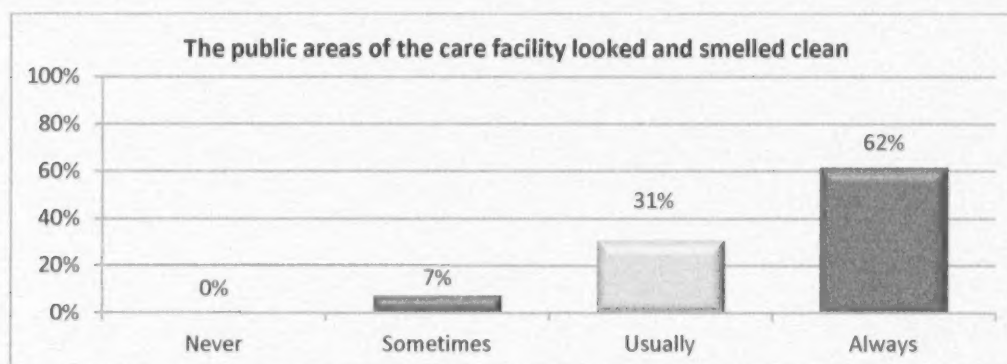
Figure 4.2



\*Cabri's 2011 response number was too small to report.

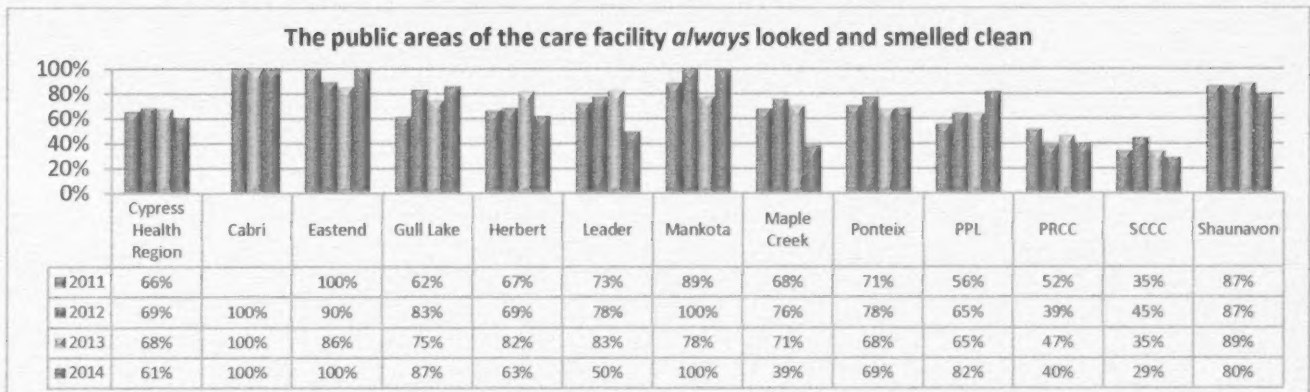
When a visitor walks into a LTC facility, their first impression is formed by the look and smell of the public areas. It is therefore very important that these areas be clean and inviting. Most (62%) of the respondents reported the public areas "*always*" looked and smelled clean, while 31% said "*usually*".

Figure 4.3



Cabri (100%), Eastend (100%), and Mankota (100%) had very positive responses to this question coming out as the top facilities. In general, the rest of the facilities were rated close to or above the regional average of 61%, with the exception of Leader (50%), PRCC (40%), Maple Creek (39%), and SCCC (29%).

Figure 4.4



\*Cabri's 2011 response number was too small to report.

## Meals

Food plays an important role in one's overall quality of life – both as a source of nutrition and energy, as well as a source of enjoyment and pleasure. Questions have been incorporated into this survey to inquire about family member's opinions around meal quality and variety. Regionally, 50% said the quality was "excellent or very good"; 35% said "good"; and 15% said "fair or poor". Cabri, Eastend, Gull Lake, and Ponteix received the highest ratings. Similar to previous years PRCC and SCCC rated below the regional average.



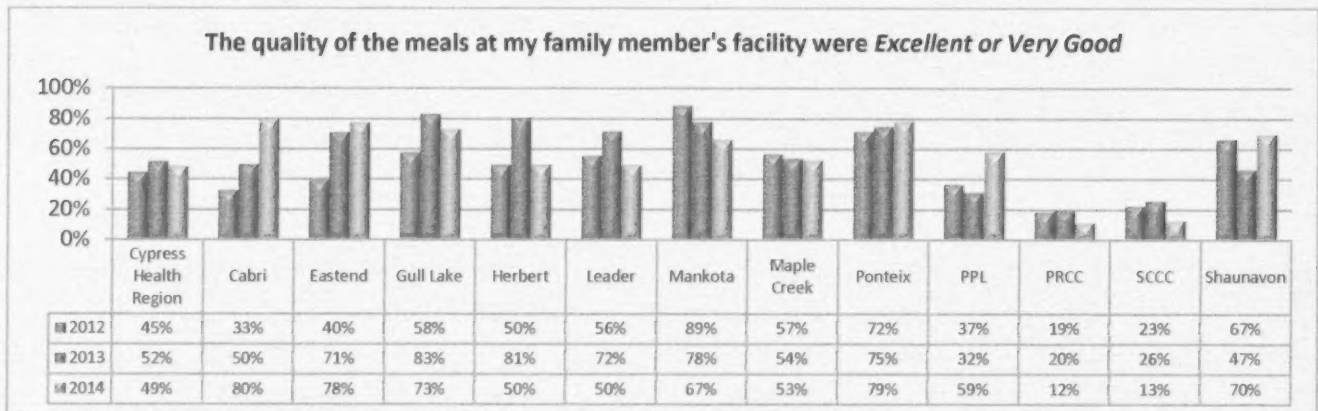
Figure 4.5



*"The food is good, nutritious, but is bland and now ground up. It looks horrible and not appetizing... You cannot expect someone to eat well if food doesn't look good." (PRCC)*

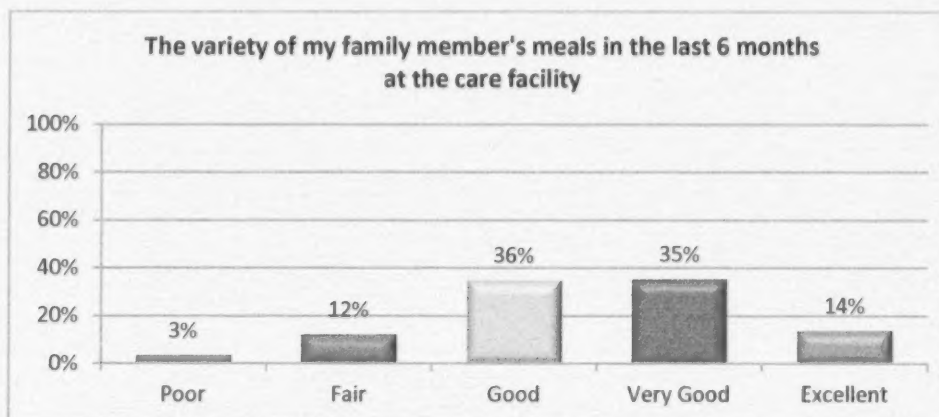


Figure 4.6



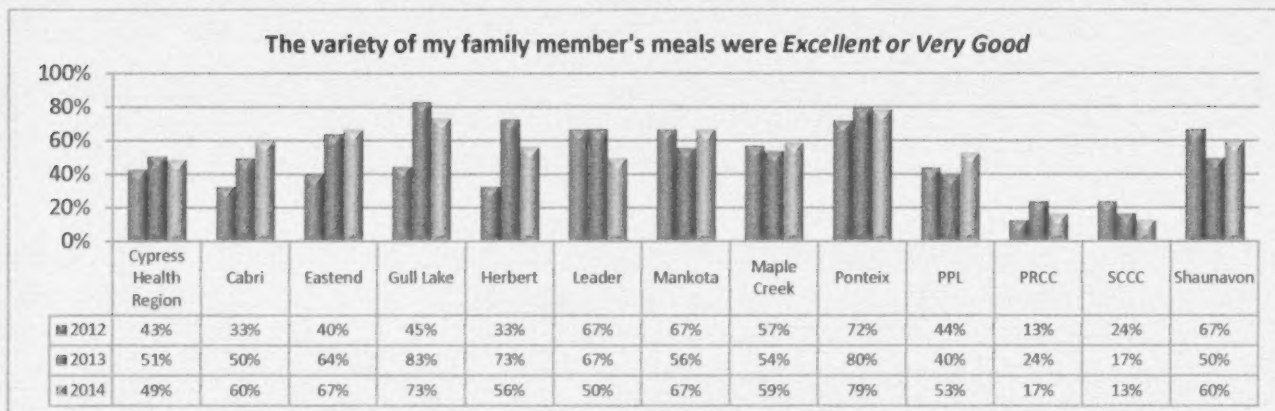
Regionally, 49% said the variety of food was *"excellent or very good"*; 36% said *"good"*; and 15% said *"fair or poor"*. Gull Lake and Ponteix both stood out as having a good deal of variety in their meals. It should be noted that overall ratings of meal quality were high in those same facilities, suggesting the two go hand-in-hand. Again we see PRCC and SCCC having lower rates of positive feedback on this question.

Figure 4.7



*"I have looked over a four week menu for our facility, and it seems to be basically good. Nice variety of foods, perhaps could have more fresh fruits and vegetables. Possibly need more variety in vegetables as well." (Mankota)*

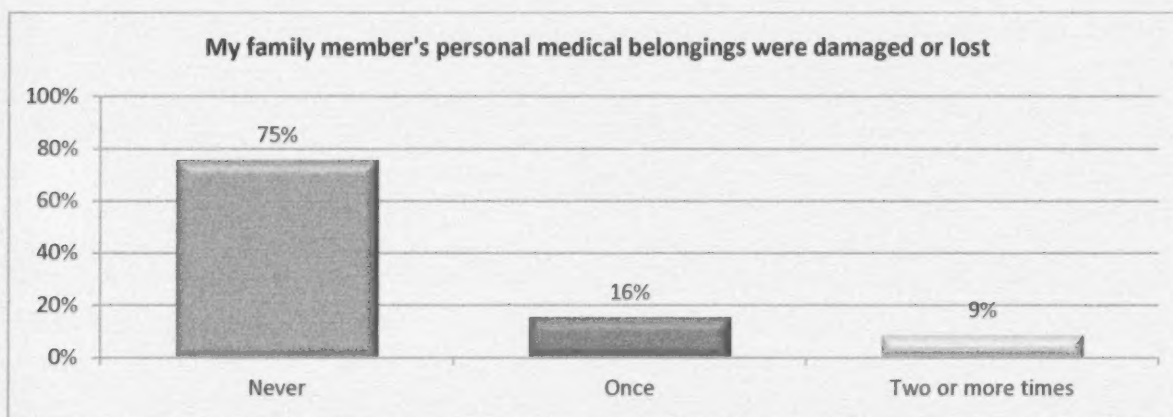
Figure 4.8



### Residents' Personal Belongings

Personal medical belongings are things like hearing aids, glasses, and dentures. The majority of survey respondents (75%) reported that their family member's personal medical belongings had *"never"* been lost or damaged in the last 6 months. The responses *"once"* and *"2 or more times"* made up the last quarter of responses (16% and 9% respectively).

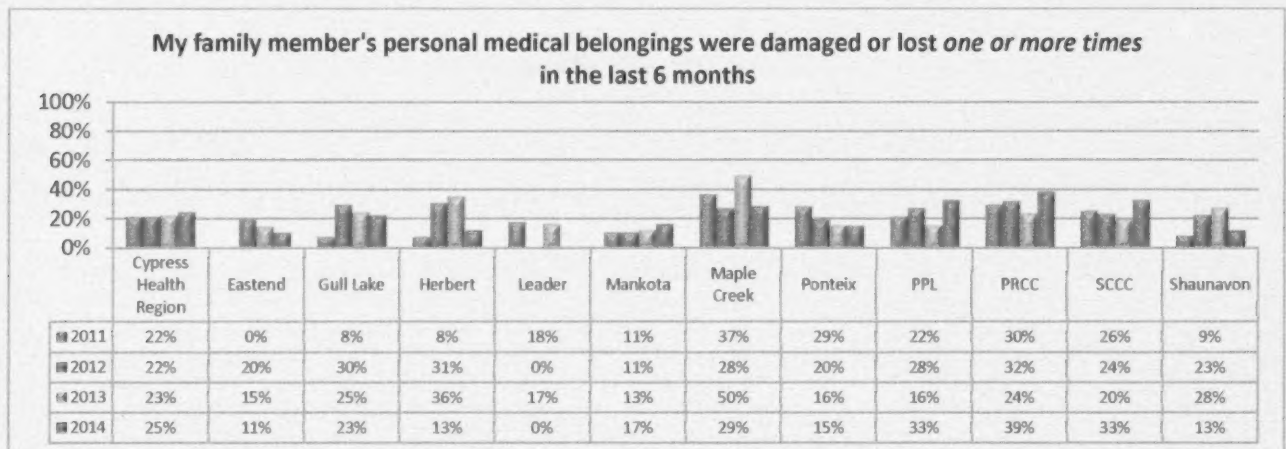
Figure 4.9



In calculating specific facility numbers, the responses *"once"* and *"two or more times"* were grouped together. Six facilities had very good numbers with 20% or less reporting belongings had been lost or

damaged “one or more times”. In comparison, a couple facilities had percentages that were quite high – PRCC (39%), SCCC (33%), and PPL (33%). Herbert and Maple Creek saw noticeable improvement on this question compared to the previous year.

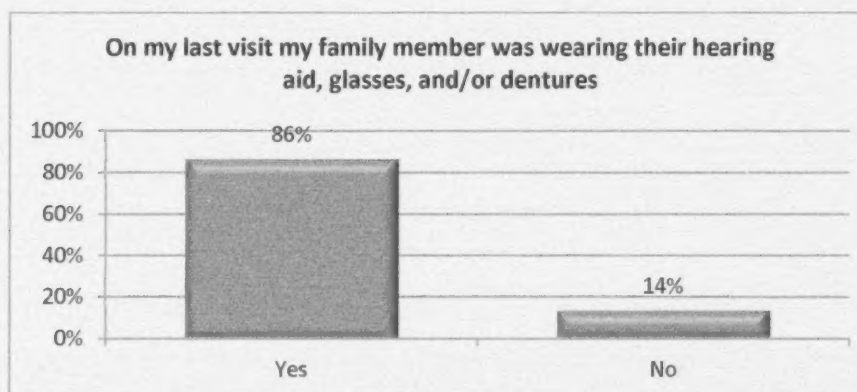
Figure 4.10



Cabri's 2011-2014 response numbers were too small to report.

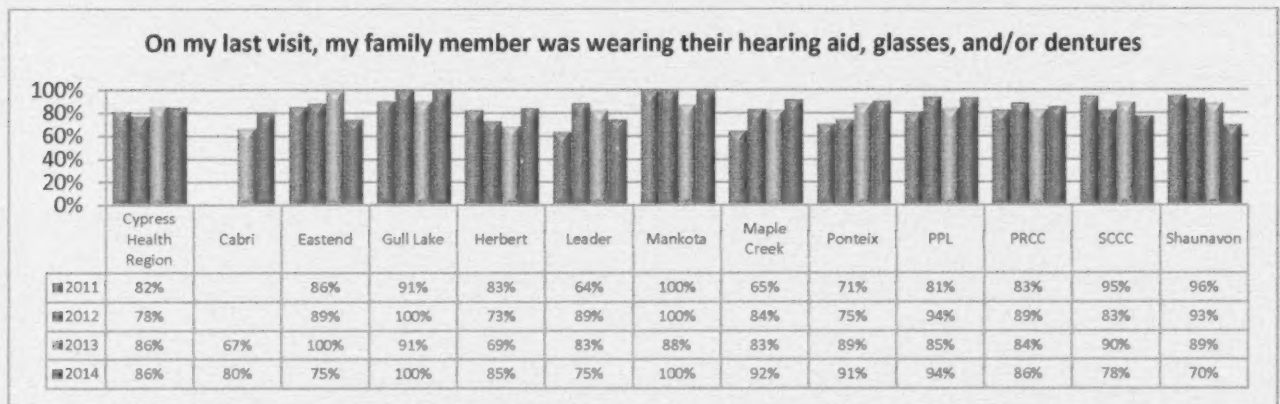
Regionally, 89% of LTC residents require hearing aids, and/or glasses, and/or dentures. These medical aids are important for the resident's quality of life, and so it is a necessary part of their care to ensure (as much as possible) that they are wearing these items. 86% of respondents stated that their family member was wearing the required aids when they last visited.

Figure 4.11



When responses are divided out by facility, all had at least 70% of respondents reporting that “yes” their family members were wearing their aids (if required) during the last visit. The facilities with the lowest rates were Shaunavon (70%), Eastend (75%), and Leader (75%).

Figure 4.12

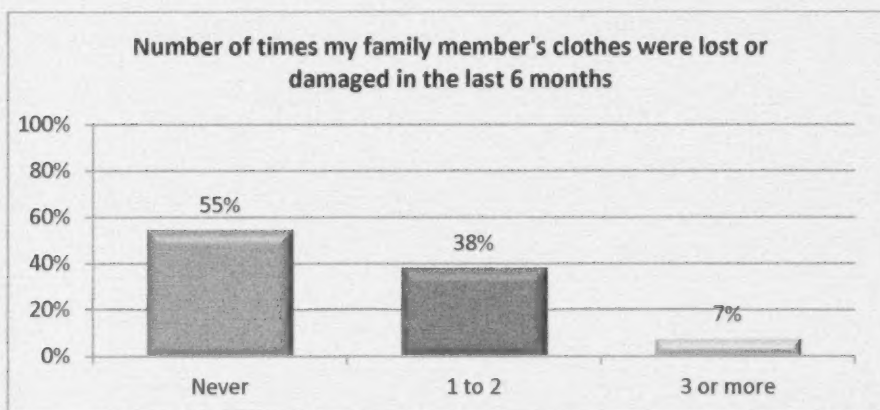


\*Cabri's 2011 and 2012 response numbers were too small to report.

## Care of Personal Laundry

Almost 9 out of 10 respondents reported that their family member had used the facility's laundry services. In the last 6 months, 45% of respondents said that their family member's clothing had either been lost or damaged when they used the facility's laundry services.

Figure 4.13

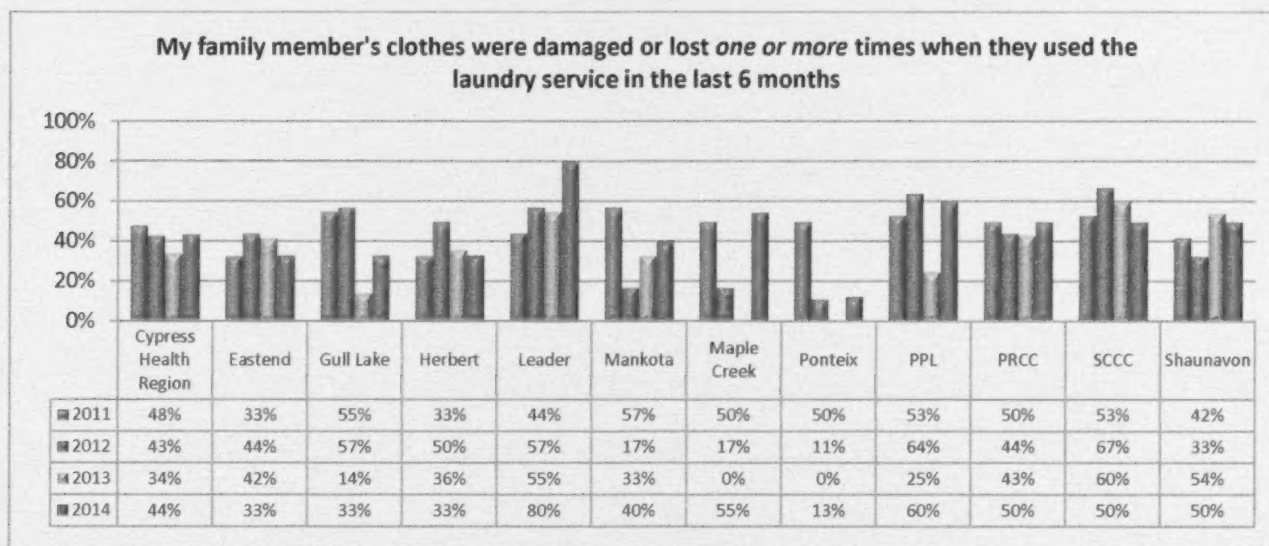


*"Sometimes we find clothes in the closet that aren't (his/hers). I have taken them to the neighbor or across the hall to the resident whose name is on the article.... My spouse has lost several articles over the years." (Herbert)*



The percentage of respondents at each facility reporting lost or damaged clothing when they used the laundry services ranged from 13% to 80%. The facilities with better rates were Ponteix (13%), Herbert (33%), Gull Lake (33%), and Eastend (33%). Conversely, Leader (80%) and PPL (60%) had less favorable responses.

Figure 4.14

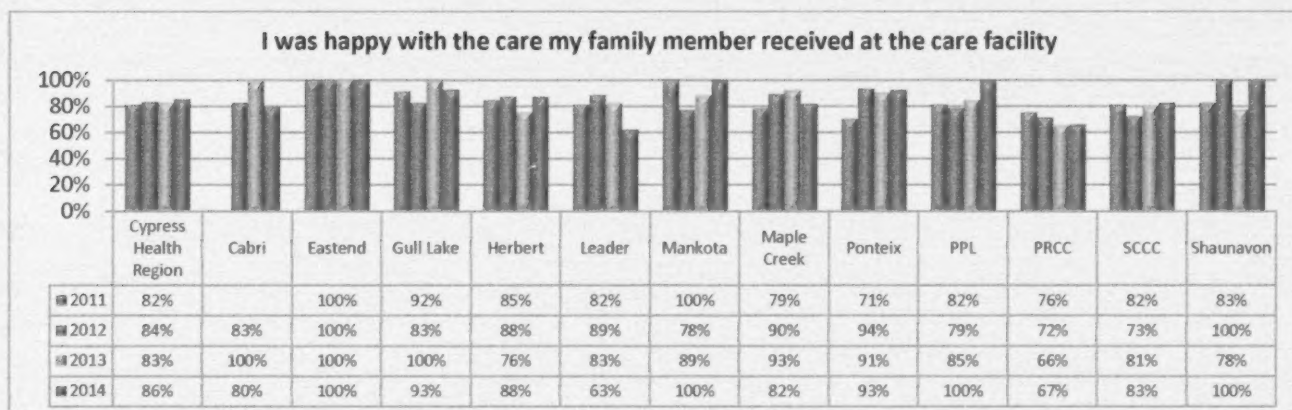


\*Cabri's 2011-2014 response numbers were too small to report.

### Satisfaction with Care Received at Facility

Respondents were asked, "In the last 6 months, were you ever unhappy with the care your family member received at the care facility?" The response graphed here is the percentage who reported "no", they were "not unhappy" with the care received. **Overall, most respondents were satisfied with the care their family member received, as shown in the 86% regional average.** Mankota, Eastend, Gull Lake, PPL, Shaunavon, and Ponteix all had especially good ratings (ranging from 93-100%). The facilities with the highest percentage of unhappy family members (as far as the care being provided) were PRCC and Leader. Shaunavon, PPL, Herbert, and Mankota experienced the largest improvements over the past year.

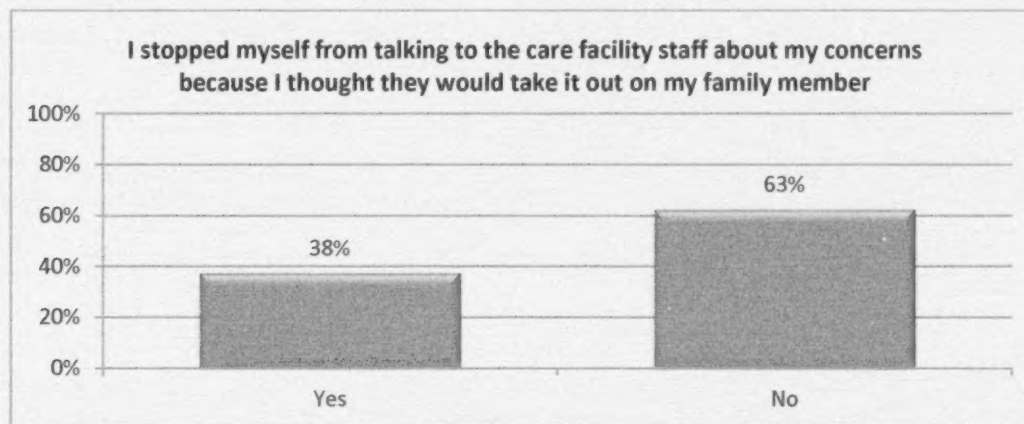
Figure 4.15



\*Cabri's 2011 response number was too small to report.

People who reported they were unhappy with their family member's care were asked to answer a second question regarding voicing their concerns to the facility staff. **Over one-third of respondents said they did not talk with facility staff about their concerns as they thought the staff would take it out on their family member.**

Figure 4.16



*"I feel any mention of lack of treatment will cause my family member to be punished." (Gull Lake)*

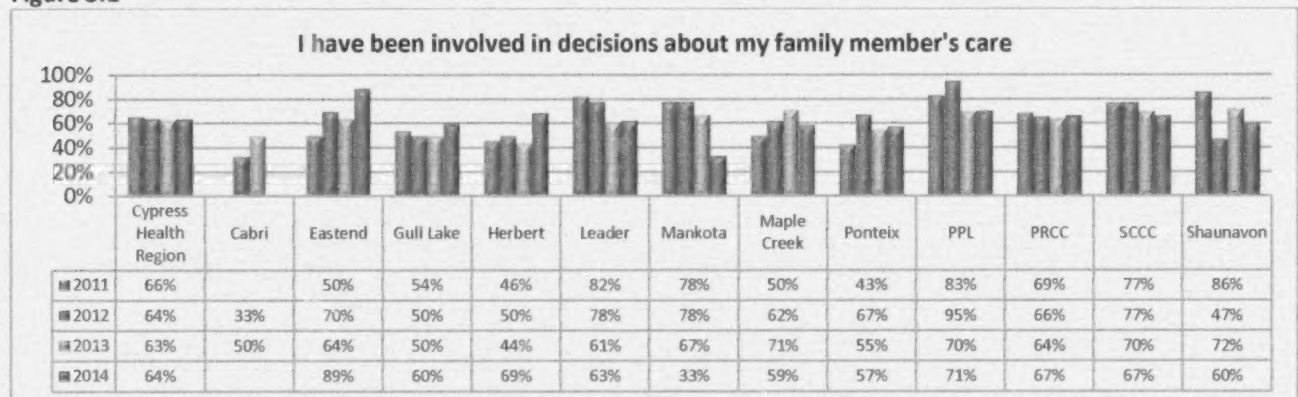
## Chapter 5: Involvement in Care Decisions



In Chapter 1 it was reported that 56% of the LTC residents are not always capable of making their own daily decisions. Important decisions about care, therefore, are up to the care team at the facility and the resident's family members, who should be involved as much as they wish. This chapter reports on the survey respondent's involvement with their family member's care.

The percentage of respondents who were involved in decisions about their family member's care in the last 6 months varied by facility, but could also be the result of the family member's preferences and ability to participate. The Cypress Health Region average was 64% with a range from 33% (Mankota) to 89% (Eastend). Eastend and Herbert increased notably since last survey.

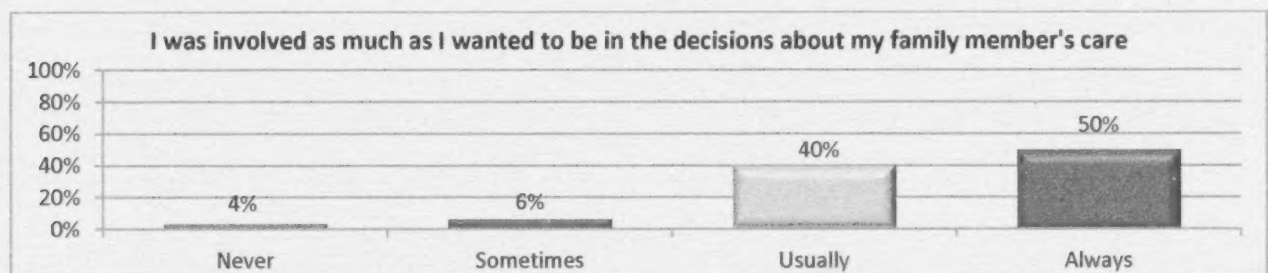
Figure 5.1



\*Cabri's 2011 and 2014 response numbers were too small to report.

A second question taps into the family member's interest in being involved and if it is being met, which is perhaps most important. Of the people who were involved in decisions about their relative's care, 50% reported that they were *"always"*, and 40% said they were *"usually"* involved as much as they wanted.

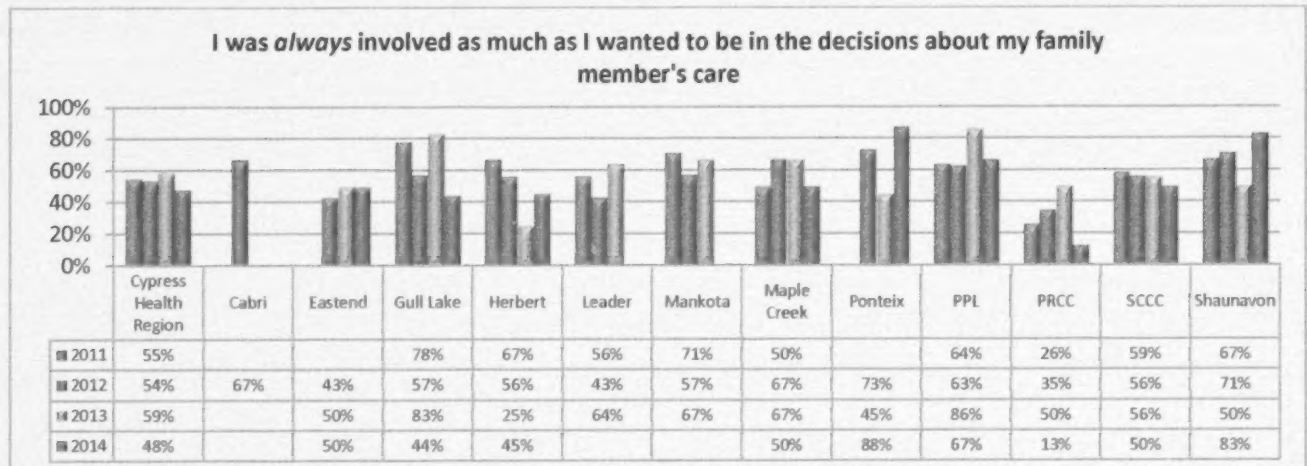
Figure 5.2





With the exception of Gull Lake (44%), Herbert (45%), and PRCC (13%), over half of the respondents from every facility were “always” involved in their family member’s care decisions as much as they wanted. Ponteix had the top rating at 88%. PRCC dropped significantly over the last year.

Figure 5.3



\*Cabri's 2011, 2013, and 2014 response numbers were too small to report. Ponteix and Eastend's 2011 response numbers were too small to report. Leader and Mankota's 2014 response numbers were too small to report

*"Even though I am so far away the staff and administrator are only a phone call away and they always keep me in the loop. It is a partnership in (his/her) care and myself. My family member and my family are very grateful that such a facility exists." (Ponteix)*

*"The reason I gave low ratings under the physician care is that I wish we could be informed of a problem before the doctor sees our family member so that we could be there when the physician sees him/her. ...That way we could ask the doctor questions and be more involved in our family member's treatment decisions instead of finding out after the doctor has been to see him/her. (SCCC)*

## **Chapter 6: Activities and Therapy Services**



In order to achieve the best possible quality of life, it is important for LTC residents to be involved in activities – particularly those that meet the full potential of their current abilities and interests. Added to the survey this year was a section for respondents to leave comments/suggestions for improvements to the types or frequency of activities offered to their family member. The comments received are shared with the facility managers and activity staff to aid in activity program planning. To stay healthy and active, some residents also require physical or occupational therapy. This section presents results on the resident's participation in activities and use of therapy services.

LTC residents' participation in activities at their facilities was quite varied. **Over half (53%) of respondents said their family member "usually or always" participates in activities.** A small number of residents (8%) "never" participate in activities.

Figure 6.1



*"The staff are good to get my family member down to activities," (PRCC)*

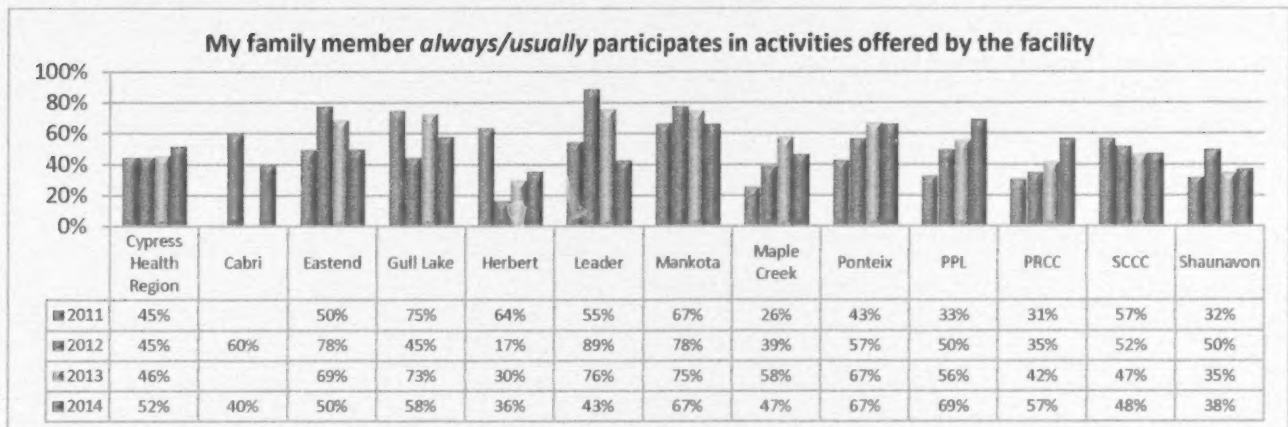
*"More and/or different activities for the residents. Need to be based more on abilities." (Gull Lake)*



Prairie Pioneer Lodge (PPL) (69%), Mankota (67%), and Ponteix (67%) had the most residents who "always/usually" participate in activities. Activity participation has increased every year at the PPL and PRCC. The facility with the smallest proportion of "always/usually" responses was Herbert at 36%. It should be kept in mind that different residents have different

abilities and limitations. Some facilities may have more seriously ill residents, thereby potentially impacting these rates.

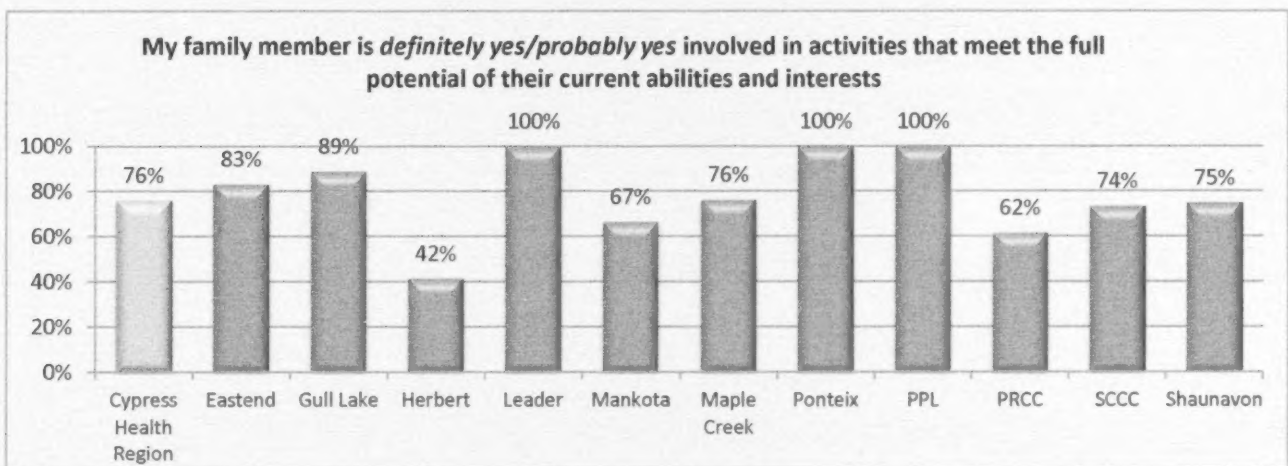
Figure 6.2



\*Cabri's 2011 and 2013 response numbers were too small to report.

Regionally, 76% of respondents said "*definitely yes/probably yes*" to the question "Is your family member involved in activities that meet his/her current abilities and interests?" The facilities that struggle the most appear to be Herbert (42%) and PRCC (62%). Leader, Ponteix, PPL, Gull Lake, and Eastend had the highest rates of satisfaction as far as activities go.

Figure 6.3



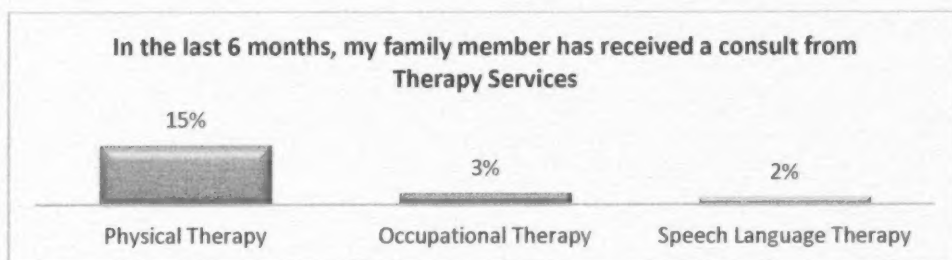
\*Cabri's 2011 and 2013 response numbers were too small to report.



## Therapy Services

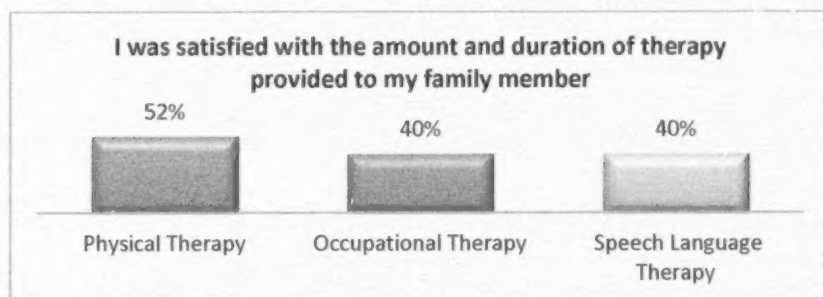
The Region was interested to know if respondents felt their family members were receiving adequate therapy services. During the 2011 survey, access to physical and occupational therapy was raised as a key concern, with family members requesting more service. This year 15% of respondents said their family member received a consult from Physical Therapy Services, 3% said they received a consult from Occupational Therapy Services, and 2% said they received a consult with Speech and Language Therapy Services.

Figure 6.4



The percentage of residents who were satisfied with the therapy they received is graphed below. Residents will have different needs, and different rates do not necessarily mean people in the facility are being underserved. This information will continue to help Cypress Health Region's Therapy Department in planning services. **Of the respondents whose family members used therapy services, satisfaction was high as 91% ("definitely yes/probably yes") felt the therapy services met their goals.** Respondents were less satisfied with the amount (frequency, duration) of therapy provided; a number of open-ended comments were made expressing concern.

Figure 6.5



*"Therapy needs to be consistent if an employee goes on holidays, there needs to be a replacement to continue on that persons position. The residents are put on hold for their therapy until that person returns. Not fair!" (PRCC)*

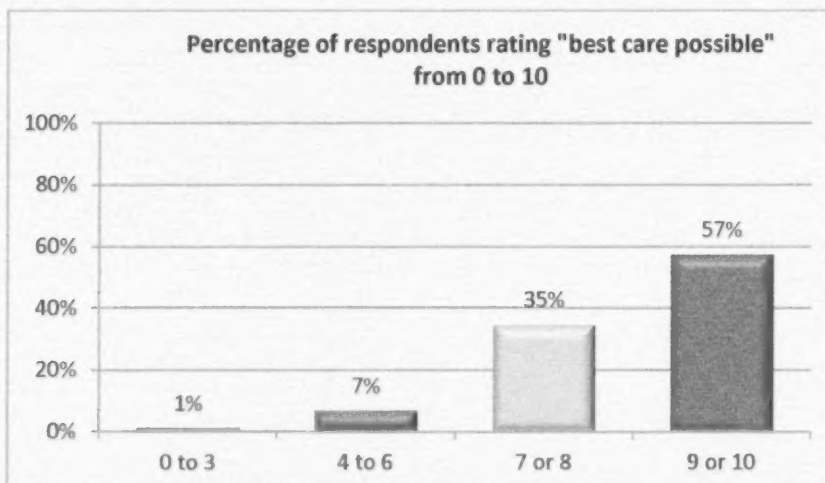
## **Chapter 7: Overall**



Two questions were asked in the survey that capture overall ratings of care: "Using any number from 0 to 10, where 0 is the worse care possible and 10 is the best care possible, what number would you use to rate the care at this care facility?" and "If someone needed care from a nursing home, would you recommend this care facility to them?". Both of these questions ask about the care provided as a whole, and offer a way to monitor and track the performance of the LTC facilities. The same two questions are asked in the region's acute care hospital survey and reported on-line at [qualityinsight.ca](http://qualityinsight.ca).

Within this section, the indicators are plotted as a percentage of the patients who selected the top ratings on the survey's scale (9 or 10 out of 10). While this target may seem high, we want the family of our customers (the residents) to be truly satisfied with the care their family member is receiving and ensure we are delivering excellent care to our clients. It would be difficult, if not impossible, to have everyone rating care at this level and this is not the expectation. However, the hope is that improvements will be implemented in response to the survey results and each year more and more people will rate CHR facilities as 9 or 10 out of 10. **Overall, 57% rated CHR facilities as a 9 or 10 out of 10.**

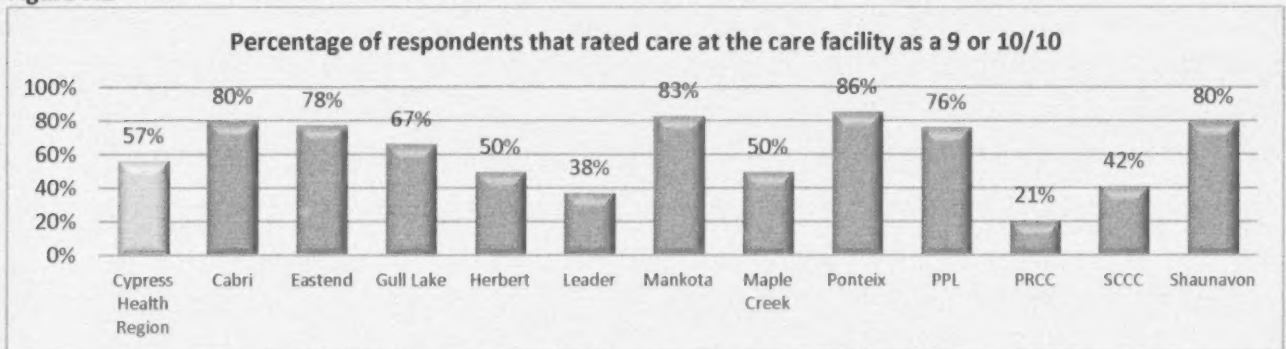
Figure 7.1



*"The care my family member has received at this facility is exceptional... The best alternative to 'home' when it is no longer possible." (Maple Creek)*

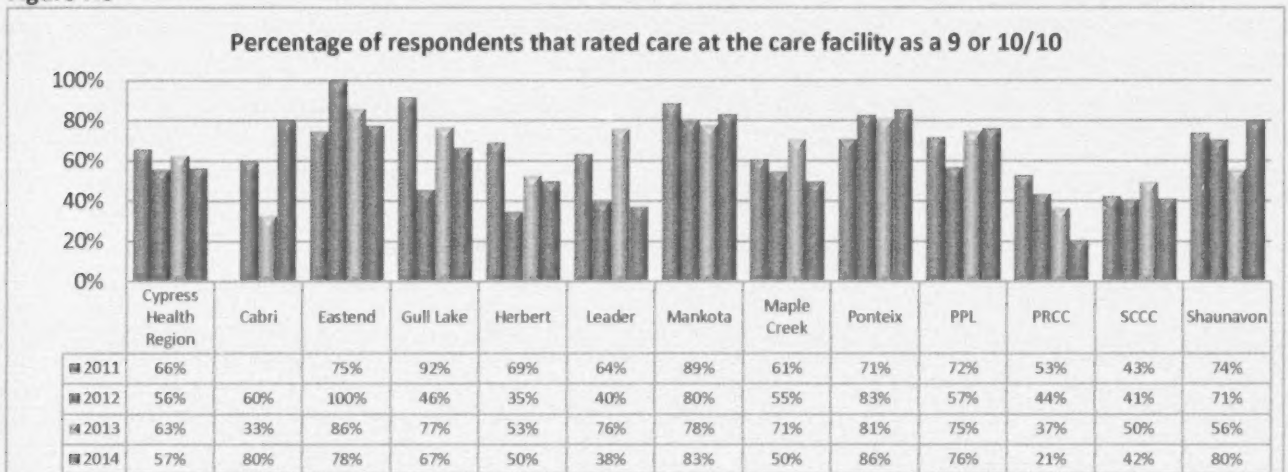
At the facility level, there were differences in the percentage of respondents reporting “9 or 10/10”. The facilities achieving the best results were: Ponteix (86%), Mankota (83%), and Cabri (80%) and Shaunavon (80%). On the other end of the spectrum, SCCC (42%), Leader (38%), and PRCC (21%) received the lowest percentage of “9 or 10/10” ratings.

Figure 7.2



The percentage of respondents rating the care at their care facility as a 9 or 10 out of 10 fluctuates year-to-year, but represents an overall decline over the past four years (from 66% in 2011 to 57% in 2014). Eastend, Mankota, and Ponteix have consistently maintained high assessments, while rates were less consistent in facilities like Maple Creek, Leader, and Gull Lake. Leader (-38%), Maple Creek (-21%), and PRCC (-16%) experienced the largest declines in 2014. PRCC has steadily declined each year since the survey began in 2011 from 53% down to 21% in 2014.

Figure 7.3

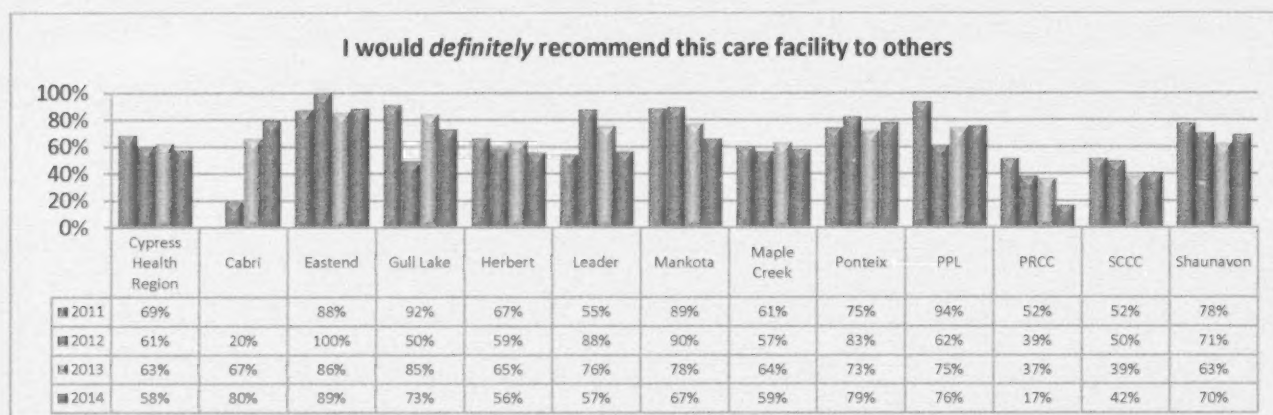


\*Cabri's 2011 response number was too small to report.



Regionally, 58% of respondents would recommend their family member's care facility to others. Similar to the '9 or 10/10' indicator, rates have been declining over the past four years. Eastend (89%) and Cabri (80%) had the highest rates. The facilities having the lowest percentage of respondents reporting they would "definitely" recommend their facility were PRCC (17%) and SCCC (42%). The PRCC has received lower ratings each year on this question with a significant drop of 20% from last year.

Figure 7.4



\*Cabri's 2011 response number was too small to report.



*"I'm totally impressed with the care given at GLCC. The staff are exceptional in their care of and attitude to residents.... My family member is very happy at GLCC and (his/her) care is second-to-none. We know now we made the right decision when choosing GLCC for (his/her) residence." (Gull Lake)*

## **Chapter 8: Comments**



At the end of the survey, respondents were given the option to write down further comments about the care their family member receives as well as why they didn't rate the facility a "10". Some comments were quoted throughout this report in text boxes. To make the comments more meaningful and useful, comments were grouped together into several themes.

## Theme 1: Staffing shortage and staff overworked

- Respondents continue to feel there is not enough staff in the LTC facilities and current staff members are pushed to the limits. This means they don't have the time to spend personal one-on-one time with the residents for simple social interaction or to provide basic personal grooming care (change clothes when dirty, brush hair, help with toileting, etc...).

*"The care from the staff is good but the staffing is inadequate. They are overworked and do not have time for the residents that would give optimal care." (Maple Creek)*

*"Staff is very busy and they work understaffed regularly. My family member is low level care and gets very good care but I don't think the staff should ever have to work short." (Shaunavon)*

*"As always, a '10' would require adequate staffing on all shifts. Too often the call bells ring continuously. The staff can only handle so many people at a time." (Gull Lake)*

*"Caregivers appear to be in a hurry and therefore care is sometimes compromised." (PRCC)*

*"Shortage of staff is a concern when there is not enough kitchen staff for 'downstairs' meals in the main dining room, or activity staff when residents need therapy/exercise EVERYDAY and personnel are sick or on holidays with no replacement. (PRCC)*

*"I would like to see the residents (all) with their dentures, glasses, and other aides they use – most cannot do that alone and I feel it only takes a couple of extra minutes to put in dentures, etc... Excuses like, 'Don't fit properly' and 'may break' are not good enough..." (Leader)*

*"The cloth napkins may work for some but the aprons/bibs could be used also. My family member's clothes are very dirty after meals and then the aides have to change them again, if they have time." (SCCC)*

*"I am fairly satisfied with the care my family member gets; would like to see staff a little more interactive with him/her." (PRCC)*

*"I feel the use of diapers is not great for patient's dignity (even with memory loss, he/she would like to use the toilet). I think everyone should have some activity or physiotherapy – to keep them as good as they can be for as long as they can be – yes this would take a lot of work. Most sit around doing nothing. It would take more staff – they do as good as they can with the numbers that are working." (PRCC)*

*"Sometimes I see my family member not propped in bed properly – almost falling over – a few pillows would help!" (PRCC)*

*"Check residents for being properly dressed – collars placed properly, sleeves turned up on sweaters, put lotion on dry areas on face, hands, etc..." (Ponteix)*

*"The care from the staff is good but the staffing is inadequate. They are overworked and do not have time for the residents to give optimal care. My family member has occasionally been left with food and he/she cannot feed him/herself." (Maple Creek)*

*"My family member ...requires two aides to assist him/her when he/she needs to use the washroom. Sometimes he/she has to wait up to half an hour for help. Perhaps more staff would help." (Maple Creek)*

*"Periods of staff shortages cause stress for staff as well as residents – longer wait times, rushed care, and less interaction." (Shaunavon)*

## **Theme 2: Resident care and friendly, caring, loving staff**

- As in each of the previous three LTC Surveys, many positive comments were received regarding the resident care provided by the staff of the Cypress Health Region Long Term Care facilities.

*"Thank you all for your kindness and care of our family member. Often all staff pop in and say hi or talk to him/her when they walk by. He/she feels like he/she is a valuable patient and cared for by staff." (Herbert)*

*"My family is very satisfied with the care our family member is receiving." (Ponteix)*

*"The staff treats our family member and all the other residents as family – and it shows! We appreciate this so much!" (Mankota)*

*"Whenever we have observed the way our family member is treated we have been very impressed with the cheerful, loving way the aides and nurses handle him/her.... I have been very impressed with how the aides take the time to visit with the residents even though I know they are very busy and run off their feet at times." (SCCC)*



*"Thank you! Thank you! Thank you! The nurses are such very caring and hard-working individuals as are the kitchen personnel as well as housekeeping. Hats off to you all for a difficult job well done!" (SCCC)*

*"The care my family member has received at this facility is exceptional. Everyone is friendly, happy, and caring... it is the best alternative to 'home' when it is no longer possible." (Maple Creek)*

*"Nurses and staff are very professional and kind and caring." (PRCC)*

*"Overall, I am happy with the staff and my family member's care. I do believe staff care" (PRCC)*

*"The nurses and staff here are angels. I hope to be as lucky as my family member is to be in this type of facility with great people that care!" (PPL)*

*"The care my family member receives is wonderful, friendly, and very caring, with staff at all levels going above and beyond to make my family member comfortable and feel secure and 'at home'. I am very grateful to them all." (Eastend)*

### **Theme 3: Staff conduct/attitude**

- There were a number of comments, both positive and negative, received relating to staff conduct and attitude.

*"The staff are always courteous and treat us with respect whenever we visit. We feel our family member is respected by everyone there for which we are thankful. They always take time to talk to our family member and explain things." (Gull Lake)*

*"I would say that the great majority of the caregivers are very dedicated to their job, giving their best and more." (Ponteix)*

*"Any requests we have of the nursing staff are done promptly. They do an excellent job!" (Maple Creek)*

*"The care at the Care Centre is very good. 95% of the time the staff is great; however, there have been a couple of instances when the patience level is short – from only a couple of people that work at the facility. I realize these are stressful jobs and we don't live in a perfect world, but when your family member is of sound mind these instances are hurtful to them." (SCCC)*

*"Close-minded staff that do things their own way. Try to take short cuts to make their jobs easier so they have time to visit at desk. Bullying and micromanagement is common practice of staff." (PRCC)*

*"Noticed that bells were not attended to immediately when it was possible, or young caregiver being impatient with client." (Ponteix)*

*"I am concerned that some of the staff are 'burnt out', no longer have the care and compassion needed for this job. I also feel some of the staff do not complete their jobs, avoid work, leaving most of their work for the other aides, LPNs, etc. and are not friendly...." (Gull Lake)*

*"Maybe there should be a floor manager to oversee everything because they all think they're the boss." (Leader)*

#### **Theme 4: Old, run-down facilities/Facility cleanliness**

- Many comments were made about the state of facilities. Several are viewed as being quite old, in need of renovation and updating, and some are not as functional as they should be. Unpleasant odors are a common concern as well.

*"His/her bathroom smells strongly of urine." (Maple Creek)*

*"The smell down the hallways is nauseating from the dirty diapers etc. as well as wet bedding. This should not sit there. The hallway should not be cluttered. It should be kept without anything there making much nicer for the residents (and everyone else) to walk...roll their wheelchairs etc. (SCCC)*

*"Room never dusted much. Beds at 2:00 pm not made. Rooms need to be kept tidier - i.e. Closet curtains need to be closed... Need a new front load washing machine, his/her clothes never got holes in them at home." (SCCC)*

*"The building is old but the housekeeping isn't what it should be. I always find dust balls under the bed and along the room edges." (SCCC)*

*"The rooms should all be single, for one patient only, as the rooms are too small and not all patients are compatible, and the room gets crowded with visitors. The rooms need to be painted. The flooring should be replaced in most rooms - very dated and scarred, very narrow hallways." (SCCC)*

*"Equipment repair is usually required, and is not done at times. A permanent wash station for visitors would be nice." (Maple Creek)*

*"The aging facility makes care difficult (we realize this need will be improved shortly). A more home-like atmosphere would be good." (PRCC)*

*"The heating system is not regulated in each room." (SCCC)*

*"The facility needs painting and showers. Often the facility is strong smelling." (PRCC)*

*"My family member's bedroom always reeks of urine when I visit..." (PPL)*

*"I would like to see improvement in the maintenance of the bathroom in my family member's room. The toilet has not been flushing right for several months. It will flush on its own at times or when you flush the toilet it will keep on running until you turn the water off." (PPL)*

*"Modernize the facility. The building is getting older. Parts of it need updating/repairs. Update the kitchen." (Ponteix)*

*"My family member is looking forward to the new facility and having everything new and a bit closer." (Maple Creek)*

*"Removal of the cedars would provide better view out windows, also maybe a fundraiser plan for a wheelchair path outside in the yard off the sunroom. Maybe a flower garden that community volunteers could plant? There are so many volunteers in Herbert. I think this would be a valuable and attainable goal for the facility." (Herbert)*

## **Theme 5: Personal care of resident**

- General personal care of the resident and their appearance including: wearing clean clothes, wiping their face after they eat, and hair being brushed were mentioned in the survey respondents' comments. Some family members feel basic personal grooming is not being done which may lead to a feeling of lack of dignity. Survey respondents don't feel the staff ignore the residents' personal needs intentionally, but that they are too busy to spend the extra time needed with each resident who may not be able to attend to their own basic care needs.

*"Family member having only one bath a week is just not acceptable. Some staff members seem so tired, maybe they need help." (Leader)*

*"Sometimes I feel the aides are stretched pretty far. It would be helpful to them at times if there were more of them. They have so many to feed plus when some are unwell and aides have to feed them in their rooms some of the aides in the dining room are feeding 3 people at once! This is one reason I try to go up and see my family member as much as I can." (Maple Creek)*

*"Better toileting care. Forced to use Depends for wetting and bowel movements. Very degrading to individual." (PRCC)*

*"The odd time his/her clothes are stained from food and not changed after a meal." (Ponteix)*

*"My parent does not like to bother the 'girls', when he/she probably does need help. Perhaps check on him/her a bit more often and ask if he/she needs help. I have always found on my visits, the staff to be very compassionate, and willing to help when asked." (Mankota)*

*"I think it is important for residents to get out of bed for activities, lunch times, exercises, etc... Clothes need more attention – slacks need a quick press with an iron. A hairbrush before going for meals, etc..." (Eastend)*

*"I have noticed since the new napkins are in use, his/her clothes are always dirty which I never saw when they were using the terry cloth aprons... I know the purpose of the new napkins is to give the resident more dignity, but I don't think it's more dignified for them to have clothing that is all dirty from being spilled on." (SCCC)*

*"...A diaper should not be bunched half way to his/her knees. Let's try to preserve what dignity they have left, and don't let anyone including other residents see someone like that." (Herbert)*

## Theme 6: Meals

- Meals continue to be an area that receives mixed reviews. Rural sites typically receive more positive comments than the Swift Current facilities.

*"Food - fairly good variety. People's tastes vary; however, my family member would appreciate more fresh vegetables rather than the usual overcooked mushy ones, more garden salads & coleslaw. Also when sandwiches are served the bread is very dried out." (SCCC)*

*"More fresh fruit and better quality veggies are needed." (Shaunavon)*

*"Vegetables not being cooked enough - beans and carrots are so hard, a fork cannot go into them - what about people with dentures? They can't chew them! More variety with the food - green beans and chicken for a lot of meals. Fruit is so hard - needs to ripen more before serving. Fresh fruit is requested rather than canned fruit." (PRCC)*

*"The food is good, nutritious but is bland and now ground up. It looks horrible and not appetizing. I was told it was ground because he/she was not chewing it up - Again this is time required by a staff member to help cut food up into small bits (more help). You cannot expect someone to eat well if food doesn't look good. Also lack of seasoning, sugar, and milk for tea and coffee." (PRCC)*

*"Better food quality, selection." (SCCC)*



*"I can only rate the meals based on the posted menu and on the snack which is the only food I have sampled. So I can't honestly say they are excellent but chances are they are good as the snacks always are." (Ponteix)*

*"The meals which are made on site are a highlight for my family member and he/she is doing well partly because of good food!" (Shaunavon)*

*"The menu seems to be very repetitive; either a four or six week rotational might keep a variety within the center. It seems very short and becomes very boring for the residents." (PRCC)*

*"I have looked over a four week menu for our facility and it seems to be basically good. Nice variety of foods, perhaps could have more fresh fruits and vegetables. Possibly need more variety in vegetables as well. Don't seem to see any eggs for breakfast on the menu given. My family member would quite like a poached or soft boiled egg, or even an occasional fried egg in the morning." (Mankota)*

*"We have been there for special occasion meals and feel the quality, preparation, and presentation of the food is exceptional." (Gull Lake)*

*"Food is on occasion not up to par." (PRCC)*

*"I have a concern about the diet served at the facility. I am really happy with the quality and variety, but notice there is a trend toward lots of carbs and sugar, both in the meals and in the snacks. Because my family member always wants to finish his/her food, I see a weight gain happening which I can't see ending at a healthy level." (PPL)*

## **Theme 7: Activities/Therapy**

- Family members continue to feel a resident's involvement in activities is an important part of their day and would like to see them align more with the resident's abilities and interests.
- Therapy continues to be a bit of a concern, especially continued therapy. Family member's feel therapy is initiated but not continued especially during staff vacancies or when they are off sick or away on holidays. They feel a replacement should continue the therapy started with the resident(s).

*"My family member would enjoy more musical events." (Hebert)*

*"Activity Program is desperately needed. I don't feel they are following the EDEN program. Hairdressing is NOT an activity, it is general maintenance. It is an activity for the staff, NOT residents. Herbert facility NEEDS to follow the PPL program and day program. Follow PPL exercise program. Do not LIMIT the*

*amount of residents per activity. Everyone, if they want to, should be included at every activity. Follow PPL night activity program of old TV shows or movies." (Herbert)*

*"Weekends need activities." (Leader)*

*"More aides for walks and outside time needed." (Eastend)*

*"Therapy needs to be consistent if an employee goes on holidays, there needs to be a replacement to continue on that person's position. The residents are put on hold for their therapy until that person returns. Not fair!" (PRCC)*

*"I think everyone should have some activity or physiotherapy – to keep them as good as they can be for as long as they can be – yes this would take a lot of work. Most sit around doing nothing." (PRCC)*

*"Residents need more occupational therapy (but probably lack of staff for that); watching T.V. is not enough. Outings in the Handi-bus for country drive or visiting a mall or grocery store." (Herbert)*

*"I would like to see my family member out of bed more. Get him/her up, dressed and taken down to the activities."*

*"My family member now uses a walker which could have been avoided with one-on-one staff intervention. Specifically, if staff walked with my family member on a regular schedule, he/she would have maintained his/her walking level. Two walks per day everyday would solve the problem and the walks could be inside (most appropriate) with the occasional outdoor walks in good weather."*

*"Some residents need extra stimulation to take part in activities." (Eastend)*

## References

- (1) Health Quality Council of Alberta. Alberta Long Term Care Family Experience Survey. Alberta, November 2011. Available at: <http://publications.hqca.ca/preview/175>
- (2) Whitehead H, May D, Agahi H (2007). An exploratory study into the factors that influence patients' perceptions of cleanliness in an acute NHS trust hospital. *Journal of Facilities Management*, 5(4), 275 – 289.

## Appendix A: Respondent Response Rate

Table A.1

	Respondents	Eligible Respondents	Estimated Response Rate
<b>Cypress Health Region</b>	<b>185</b>	<b>378</b>	<b>49%</b>
Cabri	5	13	38%
Eastend	9	18	50%
Gull Lake	17	23	74%
Herbert	16	37	43%
Leader	8	23	35%
Mankota	6	10	60%
Maple Creek	19	33	58%
Ponteix	14	28	50%
Prairie Pioneer Lodge	17	39	44%
Palliser Regional Care Centre	28	76	37%
Swift Current Care Centre	26	50	52%
Shaunavon	10	28	36%
No facility identified	10		



## Appendix B: Quality of Care Indicator Results by Facility

Table B.1

Indicator	Eastend				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	71%	78%	56%	60%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	88%	90%	86%	100%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	75%	70%	79%	89%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	75%	50%	64%	78%	70%
My family member <i>Always</i> looked and smelled clean	63%	80%	64%	56%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	75%	64%	43%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	64%	75%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	80%	67%	60%	83%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	100%	78%	80%	50%	70%
My family member's room <i>Always</i> looked and smelled clean	100%	100%	79%	100%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	100%	90%	86%	100%	61%
I was happy with the care my family member received at the care facility	100%	100%	100%	100%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	40%	71%	78%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	40%	64%	67%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	-	43%	50%	50%	48%
My family member is involved in activities that meet their current abilities and interests	88%	83%	100%	50%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	75%	100%	86%	78%	57%
I would <i>Definitely</i> recommend this care facility to others	88%	100%	86%	89%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	38%	20%	36%	33%	26%

Table B.2

Indicator	Gull Lake				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	60%	60%	78%	55%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	92%	83%	75%	93%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	77%	70%	67%	73%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	69%	58%	58%	67%	70%
My family member <i>Always</i> looked and smelled clean	77%	67%	58%	67%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	36%	73%	47%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	67%	73%	58%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	91%	55%	56%	64%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	83%	67%	100%	73%	70%
My family member's room <i>Always</i> looked and smelled clean	77%	67%	75%	80%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	62%	83%	75%	87%	61%
I was happy with the care my family member received at the care facility	92%	83%	100%	93%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	58%	83%	73%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	45%	83%	73%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	78%	57%	83%	44%	48%
My family member is involved in activities that meet their current abilities and interests	100%	80%	82%	58%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	92%	46%	77%	67%	57%
I would <i>Definitely</i> recommend this care facility to others	92%	50%	85%	73%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	31%	27%	31%	40%	26%

Table B.3

Indicator	Herbert				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	75%	54%	31%	55%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	85%	71%	65%	75%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	85%	53%	71%	81%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	69%	59%	63%	75%	70%
My family member <i>Always</i> looked and smelled clean	67%	41%	71%	56%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	27%	62%	53%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	54%	64%	75%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	73%	38%	45%	50%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	91%	69%	64%	60%	70%
My family member's room <i>Always</i> looked and smelled clean	83%	56%	65%	63%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	67%	69%	82%	63%	61%
I was happy with the care my family member received at the care facility	85%	88%	76%	88%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	50%	81%	50%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	33%	73%	56%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	67%	56%	25%	45%	48%
My family member is involved in activities that meet their current abilities and interests	45%	42%	50%	36%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	69%	35%	53%	50%	57%
I would <i>Definitely</i> recommend this care facility to others	67%	59%	65%	56%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	15%	29%	35%	25%	26%

Table B.4

Indicator	Leader				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	50%	71%	55%	33%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	82%	89%	100%	63%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	82%	89%	89%	50%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	73%	56%	89%	50%	70%
My family member <i>Always</i> looked and smelled clean	64%	67%	61%	50%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	60%	75%	50%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	75%	71%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	50%	71%	71%	50%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	80%	71%	79%	33%	70%
My family member's room <i>Always</i> looked and smelled clean	91%	78%	78%	50%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	73%	78%	83%	50%	61%
I was happy with the care my family member received at the care facility	82%	89%	83%	63%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	55%	72%	50%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	67%	67%	50%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	56%	43%	64%	-	48%
My family member is involved in activities that meet the full potential of their current abilities and interests	82%	100%	94%	43%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	64%	40%	76%	38%	57%
I would <i>Definitely</i> recommend this care facility to others	55%	88%	76%	57%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	55%	38%	28%	25%	26%



Table B.5

Indicator	Mankota				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	100%	67%	67%	-	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	89%	89%	78%	100%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	89%	67%	78%	83%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	89%	78%	67%	83%	70%
My family member <i>Always</i> looked and smelled clean	67%	67%	89%	83%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	88%	75%	60%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	75%	67%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	83%	86%	71%	-	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	100%	86%	71%	-	70%
My family member's room <i>Always</i> looked and smelled clean	100%	89%	89%	100%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	89%	100%	78%	100%	61%
I was happy with the care my family member received at the care facility	100%	78%	89%	100%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	89%	78%	67%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	56%	67%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	71%	57%	67%	-	
My family member is involved in activities that meet their current abilities and interests	100%	75%	86%	67%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	89%	80%	78%	83%	57%
I would <i>Definitely</i> recommend this care facility to others	89%	90%	78%	67%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	22%	56%	44%	50%	26%

Table B.6

Indicator	Maple Creek				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	56%	58%	60%	14%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	74%	86%	86%	72%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	63%	86%	86%	72%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	74%	76%	79%	67%	70%
My family member <i>Always</i> looked and smelled clean	53%	48%	57%	44%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	65%	69%	59%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	83%	85%	76%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	63%	71%	73%	50%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	69%	82%	73%	64%	70%
My family member's room <i>Always</i> looked and smelled clean	68%	76%	71%	72%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	68%	76%	71%	39%	61%
I was happy with the care my family member received at the care facility	79%	90%	93%	82%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	57%	54%	53%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	57%	54%	59%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	50%	67%	67%	50%	48%
My family member is involved in activities that meet their current abilities and interests	78%	88%	92%	47%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	61%	55%	71%	50%	57%
I would <i>Definitely</i> recommend this care facility to others	61%	57%	64%	59%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	33%	24%	14%	6%	26%

Table B.7

Indicator	Ponteix				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	100%	85%	86%	100%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	86%	94%	86%	86%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	57%	94%	86%	93%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	43%	83%	68%	86%	70%
My family member <i>Always</i> looked and smelled clean	43%	61%	64%	79%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	63%	65%	71%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	77%	86%	71%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	20%	88%	72%	77%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	40%	94%	67%	77%	70%
My family member's room <i>Always</i> looked and smelled clean	43%	78%	77%	71%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	71%	78%	68%	69%	61%
I was happy with the care my family member received at the care facility	71%	94%	91%	93%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	72%	75%	79%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	72%	80%	79%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	-	73%	45%	88%	48%
My family member is involved in activities that meet their current abilities and interests	86%	88%	83%	67%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	71%	83%	81%	86%	57%
I would <i>Definitely</i> recommend this care facility to others	75%	83%	73%	79%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	14%	50%	41%	64%	26%



Table B.8

Indicator	Prairie Pioneer Lodge				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	76%	76%	83%	50%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	89%	73%	85%	88%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	94%	77%	85%	94%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	72%	68%	75%	94%	70%
My family member <i>Always</i> looked and smelled clean	61%	48%	70%	59%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	50%	59%	67%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	88%	86%	71%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	75%	80%	72%	93%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	88%	75%	89%	93%	70%
My family member's room <i>Always</i> looked and smelled clean	67%	50%	60%	65%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	56%	65%	65%	82%	61%
I was happy with the care my family member received at the care facility	82%	79%	85%	100%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	37%	32%	59%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	45%	40%	53%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	64%	63%	86%	67%	48%
My family member is involved in activities that meet their current abilities and interests	83%	68%	88%	69%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	72%	57%	75%	76%	57%
I would <i>Definitely</i> recommend this care facility to others	94%	62%	75%	76%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	24%	30%	32%	47%	26%



Table B.9

Indicator	Palliser Regional Care Centre				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	56%	48%	42%	25%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	70%	70%	67%	58%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	66%	75%	61%	65%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	52%	58%	56%	38%	70%
My family member <i>Always</i> looked and smelled clean	52%	48%	36%	35%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	42%	47%	41%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	57%	48%	59%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	63%	46%	46%	53%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	82%	63%	61%	71%	70%
My family member's room <i>Always</i> looked and smelled clean	42%	38%	39%	28%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	52%	39%	47%	40%	61%
I was happy with the care my family member received at the care facility	76%	72%	66%	67%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	19%	20%	12%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	13%	24%	17%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	26%	35%	50%	13%	48%
My family member is involved in activities that meet their current abilities and interests	67%	59%	57%	57%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	53%	44%	37%	21%	57%
I would <i>Definitely</i> recommend this care facility to others	52%	39%	37%	17%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	24%	18%	21%	8%	26%

Table B.10

Indicator	Swift Current Care Centre				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	63%	53%	40%	50%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	65%	77%	82%	88%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	64%	73%	91%	88%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	61%	59%	77%	71%	70%
My family member <i>Always</i> looked and smelled clean	35%	64%	45%	46%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	37%	52%	50%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	67%	72%	62%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	60%	53%	68%	60%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	65%	68%	53%	68%	70%
My family member's room <i>Always</i> looked and smelled clean	30%	45%	43%	21%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	35%	45%	35%	29%	61%
I was happy with the care my family member received at the care facility	82%	73%	81%	83%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	23%	26%	13%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	24%	17%	13%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	59%	56%	56%	50%	48%
My family member is involved in activities that meet their current abilities and interests	64%	57%	63%	48%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	43%	41%	50%	42%	57%
I would <i>Definitely</i> recommend this care facility to others	52%	50%	39%	42%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	13%	9%	9%	4%	26%

Table B.11

Indicator	Shaunavon				Cypress Health Region 2014
	2011	2012	2013	2014	
I <i>Always</i> found a nurse or aide when I wanted one	61%	70%	71%	30%	47%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	73%	87%	89%	80%	80%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	78%	87%	84%	90%	80%
I <i>Always</i> felt that the nurses and aides really cared about my family member	82%	80%	74%	70%	70%
My family member <i>Always</i> looked and smelled clean	57%	80%	68%	60%	54%
My family member's pain was <i>Always</i> well-controlled	n/a	50%	47%	56%	55%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	91%	76%	100%	69%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	60%	64%	56%	50%	66%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	85%	93%	76%	75%	70%
My family member's room <i>Always</i> looked and smelled clean	78%	93%	68%	70%	59%
Public areas of the care facility <i>Always</i> looked and smelled clean	87%	87%	89%	80%	61%
I was happy with the care my family member received at the care facility	83%	100%	78%	100%	86%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	47%	70%	49%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	50%	60%	49%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	67%	71%	50%	83%	48%
My family member is involved in activities that meet their current abilities and interests	91%	64%	93%	38%	76%
Percentage of respondents that rated care at the care facility their family member lives as 9 or 10/10	74%	71%	56%	80%	57%
I would <i>Definitely</i> recommend this care facility to others	78%	71%	63%	70%	58%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	18%	14%	22%	22%	26%